SCS 10-20 ACTION PLAN
Transformation & Innovation Initiatives

Sarawak State Civil Service
2010 - 2020 Action Plan:
Transformation & Innovation Initiatives

Dr. Sabariah Putit
Deputy State Secretary of Sarawak
(Peformance and Service Delivery Transformation)
Introduction

Sarawak State Civil Service 2010 - 2020 Action Plan: Transformation & Innovation Initiatives

WOW Factor & Lessons Learnt

Impacts & Outcomes
Introduction
SCS 10-20 Synopsis

- Structured roadmap and a guideline to SCS transformation plan
- First State Civil Service transformation in Malaysia
- Strategic innovation, Comprehensive and Structured plan
- Integration of 8 key areas
- Triggers high impact innovation initiatives
- Customer oriented / Citizen centric
- Produce excellent work culture
- Contributes to harmony and prosperity
Objectives

- To be more effective in its service delivery
- To be a high-income state and advanced economy
- To improve the quality of life of our citizens
VISION
A World Class Civil Service

MISSION
To Deliver Excellent Service Through High Performance Teamwork

SCS 10 - 20 ACTION PLAN

- Managing Culture Change
- HR Talent Management
- Managing Customer Needs
- Innovation & Creativity
- e-Government
- Project & Programme Delivery Excellence
- Financial Management Transformation
- Sarawak Excellent Administration of Legal Services

SHARED VALUES
- Integrity
- Kind & Caring
- Professionalism
- Sense of Urgency & Ownership
- Team Spirit
- Result Oriented
World Class Civil Service

- High standard of performance;
- Culture of innovation and creativity, continuous learning and improvements;
- Knowledgeable and competent workforce;
- Positive work ethics and service delivery;
- Promotes and practices teamwork;
- Benchmarks the best in the world;
- Imbued with six shared values:
  - “Integrity, Kind & Caring, Professionalism, Sense of Urgency & Ownership, Team Spirit and Result-Oriented”

Our vision to achieve a world class civil service is a journey of a thousand miles, but no matter how long the journey is, it is the first step that is important. Without that first step the journey would not be completed at all. We have taken that first step, in fact many steps, in our quest to achieve our vision to be world-class. Let me share with you the characteristics of world class civil service.

YB Tan Sri Datuk Amar Haji Mohamad Moshidi bin Abdul Ghani
Sarawak State Secretary
PHASES

Phases 1 (2010-2012)
Laying Foundation

Consolidation, Implementation & Quick Wins

Phases 3 (2016-2020)
Outcome, Impactful & Sustainable Initiatives for Citizenry
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<td>Laying Foundation</td>
<td>Consolidation, Implementation &amp; Quick Wins</td>
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<td>Cluster</td>
<td>Visioning</td>
<td>Development of policies, guidelines and manuals related to SCS10-20 Action Plans</td>
<td>Social Economic Transformation (SET), Rural Transformation (RT), Performance &amp; Service Delivery Transformation (PSDT)</td>
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<tr>
<td>Deliverables</td>
<td>Mission Statement</td>
<td>Cascading and communicating SCS10-20 Action Plans : Q-Visits</td>
<td>Emergence a World Class Civil Service throughout SCS</td>
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<td>Shared Values</td>
<td>HPT Solutions &amp; Quick Wins</td>
<td>Realization of Service Delivery Beyond Excellence</td>
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<td>Introduction of KFA</td>
<td>High Performance work culture across agencies</td>
<td>Lean and Effective Government</td>
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<td>Enhancement of ICC</td>
<td>Performance-Based Work Culture – BSC</td>
<td>Strong, Resilient and Sustainable Government Finance</td>
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<td>Enhancement of online financial applications (SIFBAS, CORIS)</td>
<td>Enhancement of KFA</td>
<td>Public/Private Sector Partnership</td>
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<td>Development of Electronic Local Authority (ELA) – integration of system and data</td>
<td>One Government at your service model</td>
<td>Good Regulatory Practice (GRP)</td>
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<td>Development of Human Resource Talent Management Framework</td>
<td>Developing ICT Governance framework for SCS</td>
<td>ICT Based Seamless and Pervasive Government Applications</td>
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<td>SCS10-20 Action Plan Finalized</td>
<td>Embedding SCS Culture and Values</td>
<td>Competent workforce</td>
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<td>Performance Measurement (BSC)</td>
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Impacts & Outcomes
SCS 10-20
IMPACTS & OUTCOMES

- Malak Excellent Administration Of Legal Services
- Managing Culture Change
- HR Talent Management
- Project & Programme Delivery Excellence
- Managing Customer Needs
- Financial Management Transformation
- e-Government
- Innovation & Creativity
## SCS 10-20 Action Plan Impacts

<table>
<thead>
<tr>
<th>CITIZENS</th>
<th>STAKEHOLDERS</th>
<th>BUSINESS COMMUNITIES</th>
<th>MINISTRIES, DEPARTMENTS &amp; AGENCIES</th>
<th>PUBLIC CIVIL SERVANTS</th>
</tr>
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<tbody>
<tr>
<td>• More efficient &amp; effective.</td>
<td>• Increased confident &amp; trust</td>
<td>• Ease of doing business.</td>
<td>• Excellent service through High Performance</td>
<td>• World-class capabilities.</td>
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<td>• One Government at your service.</td>
<td>by the citizen.</td>
<td>• Attract more FDI.</td>
<td>Team.</td>
<td>• Culture of excellence &amp; innovation.</td>
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<td>• One Stop Call Centre.</td>
<td>• Prompt feedback.</td>
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<td>• Inclusiveness</td>
<td>• Improved motivation &amp; image.</td>
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<td>• Citizen-oriented projects &amp; programmes.</td>
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<td>• Improved partnerships &amp; inter-agency</td>
<td>• Greater sense of pride &amp; loyalty.</td>
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<td>• Out-reach programmes (Sejiwa Senada).</td>
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<td>collaborations.</td>
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<td>• Improved mutual respect &amp; trust between citizen &amp; public service.</td>
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<td>• Improved accountability.</td>
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Managing Culture Change: Culture of Excellence

Enculturation of 6 Shared Values

- Integrity
- Kind & Caring
- Professionalism
- Sense of Urgency & Ownership
- Team Spirit
- Result-Oriented
Managing Culture Change: Culture of Excellence

**Personal**

- Motivational Talk “Dare to Shine”
- Pit Stop Programme
- Excellence Officers Programme
- Financial Wellness
- Self Development Excellence
- Integrity Programme
- Counselling

**Agencies**

- >45 Programmes yearly
- 68 agencies
- Culture Rating Index 87.35% in 2015

**Community**

- 6
- Series of Community project
Managing Culture Change: Community of Practice @ Work

Community Social Responsibility Programmes
Nur Murni Charity Home – 2 April 2016

Flood Victims – October 2015 & February 2016
Self Excellence Programme

Culture Rating Labs

Orientation Programmes

COP assisting family victims during Helicopter tragedy – May 2016
Managing Crisis: Sense of Urgency & Ownership

Fire at Rumah Nunong Longhouse 2015
New Initiatives

- 5 Phases Recruitment and Selection system
- Career Progression Framework
- Competency Based Development Programme
- Leadership Development Programmes
- Continuity Plan
- In-Service Development Programme
- Mentor-mentee Programmes
- Rightsizing
- Creation of Leadership Institute
5 Phases Recruitment and Selection Process

PHASE 1: Written Test
- Academic Co-Curriculum & Job Experience Shortlisting

PHASE 2: Written Test
- Assessment Centre

PHASE 3: Psychometric Test
- Assessment Centre

PHASE 4: Structured Interview

Written Test
- Students participating in written test activities

Assessment Centre
- Students and evaluators at assessment centre
SCS Career Progression Framework

- **LPPT (35%)**: 3 Years HOD Assessment
- **CPP (30%)**: Personal Achievement
- **Assessment Centre (35%)**
  - Competency Assessment
  - Presentation Skills
  - Analytical Thinking
  - Written Test
- **Competency Based Interview (CBI) by PSC**
  - Structured Interview
SCS Leadership Competency Framework

**Organizational Competencies (Core)**
- 41/44(L3)
  - Leadership
  - Customer Focus
  - Intercultural Competence
- 48/52(L4)
  - Leadership
  - Driving Change & Performance
  - Intercultural Competence
  - Customer Focus
- 54/JUSA(L5)
  - Leading through Vision
  - Leveraging Talent
  - Driving Change & Performance
  - Intercultural Competence
  - Customer Focus

**Functional Competencies (Functional)**
- 41/44(L3)
  - Statutory and Legal Compliance
  - Financial Acumen
  - Project Management
- 48/52(L4)
  - Stakeholder Management
  - Statutory and Legal Compliance
  - Financial Acumen
  - Project Management
- 54/JUSA(L5)
  - Stakeholder Management
  - Statutory and Legal Compliance
  - Financial Acumen
  - Project Management
  - Policy Development, Enforcement & Compliance Assessment

**Individual Competencies (Behavioral)**
- 41/44(L3)
  - Analytical Thinking
  - Planning & Execution
  - Communication
  - Problem Solving & Decision Making
  - Team Building
  - Result Orientation
  - Attention to details
  - Creativity & Innovation
- 48/52(L4)
  - Strategic Thinking
  - Planning & Execution
  - Creativity & Innovation
  - Communication
  - Manage Change
  - Problem Solving & Decision Making
  - Coaching & Developing others
- 54/JUSA(L5)
  - Strategic Thinking
  - Relationship Building
  - Communication
  - Developing & Empowering People
  - Impact & Influence
High Performing Leaders Framework
(Organizational Culture and Personal Proficiency/Competency)

- Statutory & Legal Compliance
- Financial Acumen
- Project/Program Management
- Policy Development, Enforcement & Compliance Assessment

- Leading Through Vision
- Strategic Thinking
- Leadership
- Impact & Influence
- Manage Change

SCS SHARED VALUES
- Integrity
- Kind and Caring
- Professionalism
- Team Spirit
- Sense of Urgency & Ownership
- Result Oriented

- Intercultural Competence
- Customer Focus
- Stakeholder Management
- Relationship Building
- Communication

- Leveraging Talent
- Driving Change & Performance
- Developing & Empowering People
- Coaching & Mentoring Others
Master Programmes on Human Resource Management & Policy Science under Leadership Institute

High Performing Leadership Programmers – HR Value Creation by Professor Dr Dave Ulrich
Roles & Functions

- To facilitate the transformation of the State Civil Service.

- To strategically support the State Government’s aspiration to transform Sarawak into a fully developed State by the year 2030.

- To develop Public Service leaders at all levels of SCS.
Managing Customer Needs

Transforming Customer Service

- eKIOSK
  - 5 kiosks
  - 10 services

- iMSC
  - 3 Localities

253,582
512,631
Transforming Customer Feedback Management

TALIKHIDMAT

555999 One Stop Call

24/7 Call Center Service

95% case solved from 99,359 Feedback

SCS mobile App launched
Fast, easy and hassle-free channel for sending feedback
RM9 mn to solve flood woes in three villages

SIBU: The RM9-million allocation under the 11th Malaysia Plan (11MP) should address flood woes due to stagnant waters hitting three villages here — Kampung Jeriah at Ulu Oya Road, Kampung Sentosa at Jalan Salim and Kampung Bahagia Jaya at Jalan Tiku.

According to Nangka assemblyman Dr Annuar Rapae, currently Phase I of the flood mitigation project costing RM2 million had been tendered out....

See More
Usage Of Social Media by State Agencies

Rodziah Morshidi added 11 new photos.
2 mins.

Another big tasks for BDA workers today: removal and clearing of the fallen big angsana tree near the SESCO ofis and the collapsed awning at Pasar Tamu. Weekend or not, these works cannot wait and they should do it on. Let's pray that there won't be any freak storm tonight as they need that much needed rest. Pray for that folks!!!!

Feedback on iMSC Sarawak

Wee Tze Tye ➤ UTC Sarawak
June 5

The most efficient government service. Keep up a good job. Thumb up for you guys.

Walter Samuel 😊 feeling amazed.
Monday at 6:41 PM - Kuching

You know how fast those JPJ at UTC do my driving license? I dun evn have to pay for parking. Thts how fast.
Innovation & Creativity Framework

Policy
The State Civil Service is committed to inculcate the innovative and creative work culture to ensure the success of the public service delivery transformation for the benefit of customers.

Strategy

- Enhance Awareness Programs
- Enhance Management of Ideas
- Promote Innovative & Creative Work Culture
- Inculcate Organizational Learning Culture
- Enhance Knowledge Management
- Recognition, appreciation & award for innovative ideas generated

Initiatives

- HPT Retreat
- KFA
- ICC
- SCSii
- SCS 10-20 Action Plan
- Q-Visit

Output
- Service Excellence & Product Innovation
- Process & Systems Innovation

Outcome
Excellent Service Delivery
Create and Innovate: Make A Difference

Innovation Creative Circle (ICC)
- 292 Teams
- 407 Products since 2010

Key Focus Activities (KFA)
- 736

HPT Solutions
- 38

Key Result Areas (KRA)
- 18

8,000 employees
Create and Innovate : Make A Difference

Key Focus Activity (KFA)
Reduce Statewide Electricity Theft

IMPACT
The reduction of 3% (in 18 months) in electricity theft as a Saving of RM36 million will be of significant benefit to SEB and the State as the money can be channeled to the people to improve their standard of living.
Create and Innovate: Make A Difference

Innovation and Creative Circle (ICC)

**SmartPEG**
New peg made from thermo plastic, eco-friendly, lightweight & flexible material

**Pontoon C-Flex H2O**
To overcome the problem of clean water supply in rural areas

**EZ Bucket 1.0**
Efficient & environmental friendly work maintenance
HPT SOLUTIONS: EFFECTIVE ENFORCEMENT ON ILLEGAL LOGGING INITIATIVES

1. Repeal of amendment the Forests Ordinance, 1954 (Cap. 126) and replaced with Forests Ordinance, 2015 (Cap. 71).

2. Setting up One Stop Compliance Centre (OSCC)

3. Enhance usage of remote sensing technology (drone and satellite images)

4. Enhance enforcement monitoring activities

5. Conduct joint enforcement operations
CM has directed confiscation of logs without Removal Pass

Evaluation needs to be made on whether the decision or effort to tackle illegal logging is really effective or not, Tengah said.

The Chief Minister said that any logs/consignment removed without Removal Pass (Transit), although it has been royalty assessed, to be confiscated and seized.

The enforcement requires perfect coordination.

Among the gaming machines seized by police during the operation in Sarawak.

15 collared in statewide raids on illegal gambling

BY CONACE CHING

KUCHING: Fifteen people aged between 16 and 67 were picked up in CID raids on illegal gambling conducted throughout the state (last week) (1-7 August).

State Criminal Investigative Department (CID) chief SAC Des Ranier said RM35,000 in cash was seized during the 11 raids conducted by the main and district CID.

The raid team also seized RM70,000 in cash as proceeds from illegal gambling activities.

"Various of these seized money are from illegal character (money) such as private games, cockfighting, cockfighting, betting, junket, and other vice-related activities," he said.

He also said 13 components used in online gambling were seized during a raid in Miri and its vicinity.
e-government: Anytime, Anywhere

- **ICT Rating**: 93.1% Satisfaction rate
- **Online Services**: 92% Government services made online
- **Benchmarking & Knowledge Transfer**: > 100
- **Achievement**: 8 ICT system Won International Awards
e-government: Anytime, Anywhere

Community Project
Rural ICT Guided Home Based Technopreneur (RIGHT)
Project & Programme Delivery Excellence

Monitoring of Underperforming Projects

62%↓
From 33 to 11
(2013-2014)

10th Malaysia Plan Physical Development Performance

100 Mbps for Urban 20 Mbps for Sub-urban

106% roads development completed

86% targeted households provided with electricity

74% targeted households provided with water supply

130% Low & Medium Cost Houses built
Programme Delivery Excellence

Government Assistance (1 AZAM)

MYR 9,000 (AGRICULTURE FUNDING)

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<th>Before</th>
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<tr>
<td>Monthly</td>
<td>MYR 400.00</td>
<td>MYR 15,184.00</td>
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MYR 10,000 (BUSINESS FUNDING)

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<tr>
<td>Monthly</td>
<td>MYR 450.00</td>
<td>MYR 1,000.00</td>
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MYR 9,800 (BUSINESS FUNDING)

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<tr>
<td>Monthly</td>
<td>MYR 150.00</td>
<td>MYR 1,500.00</td>
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MYR 1,500 (BUSINESS FUNDING)

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<td>Monthly</td>
<td>MYR 1,500.00</td>
<td>MYR 3,000.00</td>
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21% Hard core Poverty (38,942 – 30,614) from 2011 - 2015
Financial Management Transformation

Good Governance

Computerization of Finance Processes

- SIFBAS: Integrated real-time financial planning for decision making and performance appraisal
- MMAS: Management of moveable assets

Recognitions

- 5 Star Accountability Index (AI): Number of Ministries/Departments/Agencies: 12
- Clean Bill of Health: 14 consecutive years since 2002
Sarawak’s healthy finance due to good management

KUCHING: Sarawak continues to record a healthy financial position due to collective and continuous prudent and conservative approach in managing its finances.

Second Finance Minister Dato Sri Wong Soon Koh also attributed the positive track record to financial discipline in the public sector.

"Sarawak has, since 2003, enjoyed budget surplus. This is a clear testimony of our commitment towards prudent and responsible management of our fiscal and financial resources," he said in his winding up speech yesterday.

All strategies implemented by the government took into account a long term view of the state’s socio-economic development and financial resources, and to have adequate reserve to weather any upheavals in the global economy.

Sarawak has, since 2003, enjoyed budget surplus. This is a clear testimony of our commitment towards prudent and responsible management of our fiscal and financial resources.

Dato Sri Wong Soon Koh, Second Finance Minister

"It is crucial for the state to continue adopting sound economic and financial policies," he said, pointing out that global economic uncertainties would affect demand volatilities for the state’s commodities such as oil and gas, crude palm oil and timber.

He told the august House that commendable investment grade credit ratings by domestic and international credit rating agencies reflected favourably on the state’s financial management system.

"This is one of the factors in ensuring that the state continues to be an active investment destination."

Wong emphasised that the responsibility to uphold the state’s fiscal and financial credibility did not rest solely with the state financial authority.

"The permanent secretaries of ministries, heads of departments, including local authority, board, CEOs and CFOs of all statutory bodies and government-linked companies, must continue to strengthen their financial management. This is to ensure that the integrity and standing of the state in the international financial market is at highest-level possible and ultimately benefit the government, private sector and the rakyat."

Overall, Wong said the state economy was expected to sustain its growth this year based on the state’s strong macroeconomic fundamentals, political stability and its conducive and improving investment environment.

ALL’S WELL: Chief Minister Tan Sri Datuk Amar Adenan Satem (right) in a light moment with Second Finance Minister Dato Sri Wong Soon Koh at the DUN complex yesterday.
Sarawak Excellent Administration of Legal Services (SEALS)

Key Focus Activity Project (KFA)

Computerization of Legal Processes

- Legal Advisories System
- Virtual Office

- Improves speed in giving Legal Advice.
- Avoid wait-time and reduce the necessity to travel to outstations.

7 Months After Implementation

Saving of MYR 159,440.40
Achievement on Civil Service Delivery

- **98%** Cases on public complaints solved
- **102** ICT System
- **971** Process improvements
Achievement on Economy

90% 10 MP financial performance (National average : 83%)

8 billion (2012) - 12 billion (2015)

Sarawak GDP per capita increased from RM33,571 to RM43,930 for the last 10 years


Poverty Reduce 5.3% - 0.9% (For the last 10 years)

Unemployment 4.6% (2010) to 3% (2016)
Achievements on Environment & Sustainability

• The illegal logging cases dropped by 81% or 241 cases in 2014 to 46 in 2016
• 10% of State land mass to be gazetted as Totally Protected Areas (TPA)
Achievement on Quality of Life

- >10k Job opportunities from various government initiatives
- 5% reduction in crime rate
- Second Placing in Malaysian Games
- Champion in National Paralympic (84 Gold Medals)
- Sarawak as a model State for 1Malaysia
WOW Factor & Lessons Learnt
WOW Factor & Lessons Learnt

Thank you
WOW Factors & Lessons Learnt

- Strong transformational leadership
- Develop High Performing Teams (HPT)
- Develop High Performing Organizations (HPO)
- Institutionalized culture of excellence
- Build in Governance and performance management
- Alignment of resources
- Inclusiveness (Customer & Stakeholders)
- Strategic Alliances, Partnership & Inter-agencies Collaboration
- Stakeholders Engagement
- Multi racial sensitivity
- Agile Public Service
- Develop Knowledge Management initiatives
- Embraced & Institutionalized Change Management initiatives at all levels
- Develop Awards & Recognitions platform
Strong Transformational Leadership & High Performing Teams (HPT)

HPT Retreat 2010 - 2016
(Yearly CEO Meet)
Develop High Performing Organizations

Case Examples:

- Chief Minister’s Award
- KFA Award
- HPT Award
- Counter Award

1. Organisational Leadership
2. Financial Management
3. Human Resource Management
4. ICT Management
5. Excellence Organisational Culture
6. Customer Management
7. Organisational Performance
Governance Structure (201-2015)

SCS Transformation Steering Committee

Overseeing 8 initiatives of SCS10-20

Divisional Transformation Committee (DIV TC)

Award & Recognition

Managing Culture Change (MCC)
HR Talent Management (HR TM)
Managing Customer Needs (MCN)
Innovation & Creativity (I & C)
e-Government (e-GOV)
Project & Programme Delivery Excellence (PPDE)
Financial Management Transformation (FMT)
Sarawak Excellent Administration Legal of Services (SEALS)

Supporting Committee

Supporting Committee

Supporting Committee

Supporting Committee

Supporting Committee

Supporting Committee

Supporting Committee

Supporting Committee

Culture Agent Committee

State Organisational Development Committee
Talent Management Committee
State Examination Board
State Training and Development Committee
State Exemplary Officers Award and State Award Committee
State Integrity and Governance Committee

One Government of Your Service Steering Committee Meeting
Talkihdmat State Review Panel
Talkihdmat Agency Review Panel

Key Focus Activity (KFA) Technical Committee
ICC Projects Implementation Committee
Sarawak Civil Service ICT Steering Committee
Innovative Ideas (ICS-I) Committee

State Information Technology and Resource Council (STIRC)
Sarawak Civil Service ICT Steering Committee
State Information and Technology Committee (SITCOM)

State Development Monitoring Committee
State Level Event Celebration Main Committee
State Level Event Celebration Organizing Committee

SSPAS Committee
Financial Management Committee
Accounting Committee

SEALS Committee
Drafting Committee
Enforcement & Security Committee
Rationalization of Government Agencies & Alignment of Resources

PUBLIC WORK DEPARTMENT
Infrastructure Construction & Project Implementation
- Project Infrastructure Management

DEPARTMENT OF AGRICULTURE
Subsistence/Community Supported Agriculture
- Commercial Agriculture and Agropolis

Creation of new departments

National Parks & Wildlife Department

Rural Water Supply Department
Strategic Alliances, Partnerships & Inter-agencies Collaboration

CASE EXAMPLE: CHIEF MINISTER'S AWARD
55 Panels from 27 Agencies (State, Federal/ GLCs/Private Sectors, Institutional Higher Learning)

Inter-agency collaboration:
- Civil Service Day
- Innovation Week
- KFAs
- ICC
- HPT Solution
- Leadership Institute

State Category
(State Agency/Federal/Statutory Body/ GLC)
Chief Minister's Department Trophy
Sarawak State Secretary Trophy
Sarawak Federal Secretary Trophy

High Performance Team Award
Key Focus Activity Award
Excellence Counter Service Award

State Administration Agency
(Ministry, SFS & SAC)
Resident and District Office
(R&DO) Category
Local Authority
(District Council) Category

YEARLY

(2 Times a year)
Institutionalized Culture of Excellence Initiatives

- HPT
- Continuous Learning
- Embrace Shared Values
  - Integrity
  - Kind & Caring
  - Professionalism
  - Sense of Urgency & Ownership
  - Team Spirit
  - Result Oriented

HPT Solutions and HPT Retreats
Develop Knowledge Management Initiatives

INFORMATION & RESOURCE CENTRE (IRC)

OBJECTIVE
- Repository and archive for SCS information, and a source of reference (One Stop Information for Sarawak Civil Service)
- One Stop Centre for Learning

Other initiatives:
- Knowledge Sharing Application - CeRMIN
- Sarawak Facts & Figures
- Sarawak Civil Service Innovation Ideas (SCS-ii)

Interactive Kiosk
Display Panel
Mini Auditorium
Video on SCS Transformation Journey & Development of Sarawak
Books and References published by Sarawak Public Service
Communication and Cascading

**SCS 10-20 Communication Plan**

**Electronic Media**
- Website (Transformation Portal)
- Radio
- Video Clip
- Social Network

**Electronic Media**
- Rakan Sarawak
- Newspaper
- Flysheet/Poster
- Book
- Pamphlets

**HR Programs**
- Induction
- Training
- Mentoring
- HRwU

**Structured Meeting**
- HPT Retreat
- Transformation Committee Meeting
- Permanent Secretaries and Residents Meeting
- DOS Meeting
- PBT Meeting
- GLC Meeting
- JKM Director’s Meeting

**Policy & Circular**
- Transformation Circular
- Manual AKPANS
- Manual BSC
- MCC Guidelines

**Out Reach Programs**
- Hari Perkhidmatan Awam (HPA)
- Q-Visit
- Exhibition
- Hari Bersama Pelanggan
- Innovation Day

**Rakan Sarawak**

**Exhibitions**

**Portal**

**Newspaper**
Multi Sources • Multi Agencies • Multi Approaches

SCS 10-20 Action Plans are Generated and Inspired by the following:

LAB EXERCISE
- Managing Culture Change
- HR Talent Management
  - Recruitment
  - Performance Management
  - Excellence Training
  - Succession Planning
- Managing Customer Needs
  - Managing Customer Needs
  - Managing Customer Feedback: Taalikhidmat Reviews
- Innovation & Creativity
  - HPT Award
  - APKC
  - AXPANS
- E-Government
- Project and Program Delivery Excellence
- Financial Management Transformation
- Sarawak Excellent Administration of Legal Services

SCS 10-20 Action Plan

Visions and Mandate from
Chief Minister Speeches
State Secretary Speeches

SCS Transformation Steering Committee Deliberations

Annual High Performance Team Retreat
HPT Retreat 2010-2016
(HODs and agencies senior officers)

JKM Strategic Retreat
(Top Management of JKM)

Customer Survey
Customer Satisfaction Survey 2009
Employee Satisfaction Survey 2011
Survey on SCS Transformation Plan

Respondent
2437
373 selected
HODs

Contribution and Support from External Agencies
- UiTM
- UNIMAS
- MAMPU
- MPC
- INTAN
- EPF
- Others
Sarawak Civil Service (SCS) Scorecard

- Agencies
- State Scorecard
- Ministers
- Parliamentarian
ICC INTERNATIONAL CONVENTION WINNERS

SKIP (State Treasury Department) Gold Award, (IQC) Yokohama, Japan 2011

SKIP (State Treasury Department) Gold Award, (IQC) Taipei, Taiwan 2013

SKIP (State Treasury Department) Gold Award, (IQC) Kuala Lumpur, Malaysia 2012

Mileneum Sabe Gold Award ICQ 2014, Tokyo Japan

Do-IT Gold Award ICQCC 2014 Sri Lanka

Q-Inno Gold Award ICQ 2014, Tokyo Japan
Awards

futureGOV Award 2014 for Digital Inclusion Category for SCS 10-20 Action Plan

LASIS won the World Excellence Award 2012 under the Governance category for Land Administration & Land Management in Amsterdam, The Netherlands.

Exchange of document between Sarawak Information System and Provincial Administrator of Papua New Guinea to develop e-Government framework
Awards

Pastikan jentera pentadbiran Sarawak pada tahap tinggi

Perkhidmatan awam fokus utama

"Sebagai menambah keberkesanan usaha tadbir di setiap agensi kerajaan negeri, mekanisme balance score card akan digunakan dalam usaha membantu organisasi menerjemah strategi ke dalam objektif operasi berprestasi tinggi."

State Civil Service receives 3 awards
Recognitions

Federal civil service to get tips from state

By Johnson K. Raud

KUCHING: The federal civil service will acquire tips from the Sarawak civil service on improving its delivery system.

"We understand that the Sarawak Civil Service is so far the best and the outcome of the competition is being seen as an indication of its success," said Prime Minister Datuk Seri Mohd Shafie. "This is the reason why we are trying to improve our services to the people who want to work for the state government," he said.

The commission, he said, is impressed with the state's civil service, and the commission of state government agencies. The comments were consistent with the government's efforts to improve the efficiency of public service delivery system. The government has been making efforts to improve the delivery system to the people in the state and surrounding areas.

State civil service delivery system praised for being among the best

KUCHING: The state's civil service delivery system has been given the thumbs-up as one of the best in the country.

"The performance of civil servants is the best, from the delivery system to the quality of services provided," said Zaki Tun Azmi, chairman of the Sarawak Civil Service Commission.

"Our system is already well-implemented and the results are visible," he said.

Zaki said the government has received positive feedback from the people on the delivery system.

Zaki pointed out that civil servants should be responsive to the people's needs and requests. "We are always open to suggestions and comments from the public," he said.

Zaki said the Sarawak Civil Service was the best and had received positive feedback from the people on the delivery system.

"We are committed to providing quality services to the people," he said.
Recognitions

“HPT is worth emulating by countries wanting to spearhead important changes over relatively short periods of time.”

The Honorable Jocelyne Bourgon, President of PGI.

“Sarawak Civil Service is the first in the country to have systematic and structured Transformation process.”

The Honorable Tan Sri Ali Hamsa, Chief Secretary of Malaysia President of CAPAM
“If it takes a village to raise a child, then it takes a whole civil service to raise a World Class Service Delivery”
Thank you