

MAJLIS ANUGERAH KUALITI KETUA MENTERI SARAWAK 2009

5 MEI 2010

TEKS UCAPAN YAB KETUA MENTERI

SALUTATION

-SAYA MENGHARAP KERJASAMA DARI PEMIMPIN-PEMIMPIN UNTUK MENGIKUTI PROSES YANG DI ANGGAP AMAT PENTING SEKALI, SEBAGAI TEMPAT YANG BOLEH BERSAING UNTUK MENGHADAPI EKONOMI GLOBAL.

-SAYA BERASA BANGGA SEKALI MEMIMPIN KERAJAAN NEGERI INI KERANA SAYA DAPAT MENYAKSI HAMPIR SEMUA SETIAUSAHA KERAJAAN NEGERI BEKERJASAMA DENGAN SAYA UNTUK MENAMBAH KUALITI DALAM PERKHIDMATAN AWAM KITA.

-KITA MENGIMBAS DI PENGHUJUNG TAHUN 80-AN,BERLAKU SATU PROSES PERUBAHAN ZAMAN DAN ASPIRASI NEGARA.MULA-MULANYA KITA CUBA UNTUK MENGGUNAKAN KOMPUTER, THE USE OF COMPUTER UNTUK MEMBOLEH KITA MENAMBAH VOLUME KERJA KITA TANPA MENAMBAH LEBIH BANYAK PEGAWAI-PEGAWAI SPA BERLAKU SEBELUM ITU.

-KITA TIDAK MEMPUNYAI EXPERTIST DI DALAM IT, NAMUN DEMIKIAN KITA CUBA UNTUK MEMBAWA PEGAWAI-PEGAWAI KITA MEMBENTUK SAHSIAH JABATAN MASING-MASING.

-FAEDAH DARIPADA PENGGUNAAN KOMPUTER,KITA BOLEH MEMULAI LISIS (LAND AND SURVEY INFORMATION SYSTEM) HINGGA DIBERI PENGIKTIRAFAN DI PERINGKAT DUNIA-CONGRATULATIONS!

-JUGA KITA DALAM TAHUN 80-AN DAN AWAL 90-AN - MENUKAR SEDC SUPAYA LEBIH RAPAT DENGAN ASPIRASI RAKYAT.

-BENTUK PERMINTAAN DARIPADA RAKYAT BERUBAH DARI SATU MASA KE SEMASA. MINTA JALAN KECIL-CEMENT SLABS DAN PERMOHONAN-PERMOHONAN KECIL YANG LAIN.

- RAKYAT MAHU MENCEBURI DLM BIDANG-BIDANG TERTENTU KERANA EKONOMI KITA TELAH MENCETUSKAN PELUANG-PELUANG YANG MENGUNTINGKAN RAKYAT.OLEH SEBAB ITU, USUL KITA UNTUK MENYESUAIKAN DIRI , MENGGALAKKAN RAKYAT UNTUK MENYAHSAHKAN DIRI MEREKA AGAR MEREKA DAPAT MENGGUNAKAN PELUANG-PELUANG YANG MUNCUL DENGAN EKONOMI YANG SEDIA ADA.

-PARTICIPATION CONCEPT IS UPGRADED. BANYAK PERSIAPAN-PERSIAPAN, PERTUKARAN-  
PERTUKARAN MENTALITI-SAYA BANGGA DENGAN PEGAWAI-PEGAWAI SEDC YANG DAPAT  
MENUKAR SIKAP TERHADAP PELANGGAN-PELANGGAN MEREKA SEHINGGA KITA DAPAT MENOLONG  
BANYAK MEREKA MENJADI SMALL BUSINESSMEN SEKARANG INI.

-SEKARANG SEDC DAPAT BEKERJASAMA DENGAN SMALL BUSINESS INSTITUTIONS

-KITA TERPAKSA MEMPRIVATISEKAN KAPASITI DALAM JKR DARIPADA MENGGUNAKAN JENTERA  
UNTUK MEMBUAT JALAN SEMUA, MEMBUAT SEMUA RUMAH-RUMAH,KITA MESTI BERALIH KEPADA  
PENGUNAAN MEMPERKUATKAN KAPASITI-TRANSFORMASI MENAMBAHKAN VOLUME OF WORK.

-KITA TIDAK DAPAT TRANSFORM LAND AND SURVEY TETAPI DENGAN LISIS, KITA DAPAT  
MENJALANKAN PROJEK-PROJEK PENTADBIRAN TANAH, PENGAMBILAN TANAH, PENGUNAAN  
TANAH,ETC

-PRIVATISATION OF THE FORESTRY DEPARTMENT-WE MAKE THE MANAGEMENT SEPARATE FROM  
PURE REGULATION,OLEH SEBAB ITU KITA DAPAT MENGEKALKAN BANYAK SIKAP PEGAWAI-PEGAWAI  
KITA DENGAN JABATAN KETUA MENTERI, DAN SAYA BERASA AMAT BANGGA KERANA MEREKA  
DAPAT MENUKARKAN CORAK-CORAK PROSES AGAR IANYA DAPAT SENANG DIFAHAMI OLEH  
PEGAWAI-PEGAWAI KITA YANG SEBELUM ITU TIDAK DIDEHAHKAN KEPADA BANYAK PROSES-PROSES  
BARU.

-ALHAMDULILLAH, HARI INI SAYA NAMPAK BANYAK PEGAWAI-PEGAWAI KITA DAPAT  
MENGGUNAKAN PROSES-PROSES YANG BARU YANG BOLEH DIKATAKAN MEMPERCEPATKAN SIKIT  
KERJA KITA.INI CARA KITA TO COPE UP WITH CHANGES.

-THE VALUE OF OUR SUCCESS INCREASES IN THE WORLD MARKET.

-DI SARAWAK,DARI SEGI EKONOMI, INDUSTRI KITA FOCUS ON THE WORLD MARKET.OLEH ITU, KITA  
MESTI MENJADI LEBIH SENSITIF KEPADA MANAGEMENT SYSTEM YANG MUNCUL DARIPADA  
COMPETITOR-COMPETITOR DARI NEGARA LAIN. OLEH SEBAB ITU, PADA MASA INI, PROSES  
TRANSFORMASI BERJALAN DENGAN BAIK.

-SAYA RASA SEGALA RECOGNITIONS AND ALL THE AWARDS AND ALL THE CHANGES THAT PEOPLE  
HAVE INITIATED ARE RECEIVED VERY WELL BY THE ORGANISATIONS.

-I AM VERY PROUD OF ALL THE PEOPLE WHO HAVE BEEN INVOLVED IN THE TRANSFORMATION.THE  
PROCESS HAS BEEN CHANGED.TAHNIAH TO ALL THOSE WHO HAVE BEEN INVOLVED.

-QUALITY CONCEPTUAL CONCEPT-SEBELUM KITA DAPAT MEMBAWA, KITA TERPAKSA MENGUBAH - CARA KITA UNTUK MEMPERTINGKATKAN KUALITI SERVIS,KITA AKAN NAMPAK QUALITY CIRCLES, INNOVATION AND CREATIVE CIRCLES-KERANA KITA MAHU MENGUBAH PEMIKIRAN PEGAWAI-PEGAWAI KITA DALAM ORGANISASI KITA UNTUK BERUBAH. SERING BERLAKU AT STOPPING AND ARRIVING AT DESTINATION WITHIN TRANSFORMATION IN AN ORGANISATION. IT DOESN'T WORK ALL THE TIME. THE WORLD CHANGES MUCH FASTER THAN IT SHOULD BE.

-IF WE WATCH WHAT HAPPENS TO THE APPLICATION OF IT IN THE WORLD,TO FIND OUT HOW FAST THE PACE, THE CHANGES WILL COME UP AND BE ADOPTED BY US.THAT IS WHAT COMPETITION IS ALL ABOUT.

-TRANSFORMATION COMES IN WHEN YOU ARE NOT ABLE TO COPE FAST ENOUGH. YOU CAN CHANGE THE SYSTEM, THE WAY PEOPLE WANT TO THINK, IF YOU ARE NOT FAST ENOUGH-IT CAN BE A SHOCKED.SOMETIMES IT HAPPENS IN ANY ORGANISATION IN A GOVERNMENT.

-I AM HAPPY TO SAY THAT COOPERATION AND INITIATIVES IN THE CIVIL SERVICE HAPPEN TO US,BUT YOU MUST UNDERSTAND THE SITUATION NEEDS TO BE TACKLED CONTINUOUSLY.

-AT THE FEDERAL LEVEL, WE ARE TALKING ABOUT GOVERNMENT TRANSFORMATION PLANS.AS WE FOUND OUT HOW MINI PROBLEMS CROP UP AND A LOT OF IMPLEMENTATIONS DON'T MEET WITH THE DESIRE AND RAKYAT'S EXPECTATIONS.

-THESE CANNOT HAPPEN AS QUICKLY AS RAKYAT WANT.BECAUSE OF THAT, THE PM (DATUK PATINGGI NAJIB) STATED -CHANGE NEEDS TO BE DONE DRASTICALLY. KITA MESTI MEMBUKA MATA PENTADBIRAN SELURUH NEGARA KEPADA "RESULT ORIENTATION" DAN BUKAN THE AMOUNT OF MONEY WE SPENT.

-THE RESULT OF ORIENTATION BERKEHENDAK KEPADA FEEDBACK OF THE GOVERNMENT. IT IS NOT THAT EASY. PEOPLE NEED TO BE OBSERVANT ENOUGH TO DETECT CHANGES-IN A WAY THAT RAKYAT WANT TO ACT WITH US.

-PEOPLE ARE NOT ONLY WISE IN GETTING SERVICES, BUT THEY ALSO WANT WAYS TO GET THINGS IMPROVED AND THINGS DONE FASTER.

-YOU NEED TO DEVELOP A KIND OF ANTENNAE ON THE GROUND WHICH MEANS THAT THE OUTLOOK OF THE CIVIL SERVICE NEEDS TO BE CHANGED AND TO BE SENSITIVE WITH CHANGES, EVENTHOUGH YOU DON'T TAKE PART IN POLITICS.

-THE USERS NEED TO PROCESS IN A VERY POWERFUL, POWERFUL WAY BUT COMPLAINING (4x)-YOU FEEL THAT IS RIGHT.WELL THAT IS NOT 100% TRUE. WE MUST UNDERSTAND THAT PEOPLE TALK ABOUT THINGS WHEN THEY ARE NOT GOOD ENOUGH.WE MUST READ WHAT IS GOOD ENOUGH. DON'T BE DISAPPOINTED WHEN THINGS ARE NOT RIGHT BUT OF COURSE WHEN WE LISTEN TO THE AGGRESSIVE OPPOSITION- WHICH I CALLED THE DIRECT ACTION GROUP-THEY ARE AGGRESSIVE FROM THE OUTSIDE AND WANT US TO MOVE ON THE SAME PACE LIKE AMERICA AND EUROPE. OF COURSE YOU WILL BE DEJECTED. THE COMPLAINT IS THERE TO ALERT US. NO GOVERNMENT IN THE WORLD IS FREE FROM THIS.BUT THIS IS SOMETHING THAT WE CAN UNDERSTAND TOO.SOME OF THE PROBLEMS CAN BE BIG.WE CAN'T JUST ASK THE GOVERNMENT TO APPROACH THE PROBLEMS.

-WE NEED TO COME UP WITH GOOD RECOMMENDATIONS. THE LABORATORIES MUST BE ENOUGH TO BE IN ACTION. WITHOUT ENOUGH MATERIALS AND RESOURCES, THE ESTABLISHMENT WILL GO TO THE GROUND.

-THE LABORATORIES ARE MACHINES OF RECTIFICATION OF PROBLEMS, WHICH MIGHT BE IN FACT CRITICAL EVEN IF WE HAVE DEVELOPED A STRONG BASE.

-LABORATORIES MUST BE MADE TO EXISTING PROCESS THAT WORKS VERY WELL. IN FACT, THE BEST WAY TO BE IS TO AMMEND THE PRESENT SYSTEM. IT INVOLVES DRASTIC CHANGES TO RETAIN THE CIVIL SERVICE- THAT WE HAVE TO THINK QUITE A LOT.

-WE HAVE TO SEE THE CHANGES WE ARE WORKING THROUGH.

-PM HAS TO TACKLE ALL THE PROBLEMS-WHICH COME BIGGER BECAUSE OF PROBLEM SOLUTIONS TAKEN ARE NOT FAST ENOUGH.

-WE HAVE TO TRY OUR BEST TO RESPOND TO MATTERS THAT UNRAVEL CHANGES IN THE COUNTRY. WHAT I LIKE TO SEE HAPPENING IS LIKE THE CONFERENCE THAT WE HAVE TODAY.

-ALL THE BUREAUCRATICS OBSTACLES HAVE BEEN CHANGED AND WE MUST START IN AN EARLY WAY TO CONTEND THIS PROBLEM.

-POLITICIANS MUST REALISE THE IMPORTANT PART IN THE UNDERSTANDING OF THE UPCOMING ASPIRATIONS OF PEOPLE. THEN, WE IN CIVIL SERVICE SHOULD NOT LOSE CONFIDENCE IN THE ABILITIES TO COPE WITH THE CHANGES.

-IF WE DON'T CARE ABOUT WHAT CIVIL SERVICE SAYS, THIS ONE CANNOT BE DONE, WE CANNOT JUST SAY "IT HAS BEEN DONE", WE HAVE PASSED THAT CHANGE. WE NEED THE ABILITY TO IMPLEMENT RESULTS AND RECOGNITIONS FULLY.

-YOU MUST UNDERSTAND FULLY PEOPLE'S ASPIRATIONS AND KNOW OVERALL AIMS YOU HAVE SET UP IN PLANS.

-WE WILL SET UP PLANS FOR THE BENEFITS OF THE PEOPLE SO THAT PEOPLE WON'T BE OFF-TRACKED.

-FRINGE ISSUES MUST BE TREATED AS FRINGE, NOT AS MAIN ISSUES. UNFORTUNATELY, IN A DEMOCRACY LIKE OURS, WE ONLY DELIVER WITHIN THE CAPABILITY OF A COUNTRY. I AM NOT ASKING THE CIVIL SERVICE TO THINK OF WHAT CAN'T BE DONE. UNFORTUNATELY IN A GLOBALISED WORLD, IDEAS ARE MIXED UP. IN THE GLOBALISED WORLD WE MUST SIT UP WITH SOME GRACE TO SERVE THE PEOPLE. THIS PROCESS WILL CHALLENGE US ON HOW TO COPE UP WITH THE CHANGES.

-YOU MUST KNOW HOW TO DEAL WITH CIVIL ASPIRATION. PEOPLE IN THE CIVIL SERVICE ARE EMPOWERED AT VARIOUS LEVELS. BUT AGAIN, EMPOWERMENT IS A VERY TRICKY CONCEPT. IT DOESN'T MEAN THAT WHEN YOU ARE EMPOWERED, YOU ARE ON YOUR OWN. IT HAPPENS ALL AROUND THE WORLD. WHEN YOU ARE IN-CHARGED, YOU ARE NOT IN-CHARGED OF THE STEERING WHEEL, YOU ARE NOT IN-CHARGED OF THE ENGINE, YOU ARE IN-CHARGED OF ANY OTHER COMPONENTS THAT MAKE THEM TO PROPEL. YOU MUST BE PART OF IT. YOU MUST ACT WITHIN A WELL ESTABLISHED PLAN- APPROVED BY PARLIAMENT. ALL OUR MALAYSIAN PLANS HAVE BEEN APPROVED BY PARLIAMENT. EVERYTHING MUST BE DONE IN A PROPER WAY.

-EMPOWERMENT MEANS EVERYBODY MUST ACCEPT WHAT ARE AGREED BY PARLIAMENT. THERE MUST BE A TARGET OF ACHIEVEMENT. THE RESULT WILL BE JUDGED BY THE TARGET OF ACHIEVEMENT.

-YOU MUST TAKE IT INTO ACCOUNT PEOPLE WHO ARE INVOLVED IN THE PLANS. THAT OF COURSE, EMPOWERMENT AND TEAM WORK NEED TO BE CAREFULLY WORKED OUT.

-WE MUST INTERPRET WHAT THE PEOPLE WANT AND THAT IS GOOD. BUT, IF WE GO DOWN TO A DIFFERENT LEVEL, LIKE DIVISIONS, YOU WILL FIND OUT SOME PEOPLE WON'T RECEIVE. WE NEED A MORE PRACTICAL STANCE. THIS IS A HABIT THAT MUST BE THERE.

-CIVIL SERVICE ASSUMES THAT EVERYBODY WORKS AS A GROUP. INTEGRITY IS A GREATEST VIRTUE THAT HOLDS THIS ORGANISATION TOGETHER.

-IF YOU ARE ABLE TO WORK OUT AND ADJUST THE WAY YOU IMPLEMENT YOUR ASSIGNMENT, IN ANY CONDITIONS, AND YET ABLE TO HOLD TO THE PLANS AND OBJECTIVES, AND WORK OUT TO DEVELOP THE COUNTRY, AND THEN LESS AND LESS PROBLEMS WILL COME UP.

-EMPOWERMENT REQUIRES A GREAT DEAL OF KNOWLEDGE. YOU HAVE TO DEVELOP QUALITY AND EFFICIENCY AT ALL LEVELS. DISTRICT LEVELS KNOWN AS JKR, EDUCATION AND OTHER DEPARTMENTS WILL BE PART OF THE GOVERNMENT'S PLAN. WE NEED TO SEE THE TEAMWORK ESTABLISHED.

-WHEN YOU HAVE THAT KIND OF EMPOWERMENT, YOU WILL HAVE LESS AND LESS PROBLEMS.

-IN ANY DEVELOPED COUNTRIES, DISCUSSION IS MORE CONCENTRATED ON THE ENVIRONMENT, SOCIAL IMPACT, MANY SOCIAL PROBLEMS AND CULTURAL PROBLEMS BECAUSE THEY WANT TO CREATE A HARMONIOUS ENVIRONMENT WHICH IS IN LINE WITH NEW IDEAS.

-COUNTRIES MUST BALANCE THE PRESERVATION OF VALUABLE WAY OF LIFE-THAT PRESERVES UNITY IN SOCIETY-FACED BY MOST OF THE DEVELOPED COUNTRIES TODAY.

-FOR EXAMPLE: IF YOU WANT TO BUILD A PREMISE IN LONDON, YOU MUST GO THROUGH MANY PROCESSES. THEN IN OUR CASE, WE NEED TO CHECK WHETHER IT HAS ARCHEOLOGICAL INTEREST BEFORE YOU PLOT IN.

-ON OUR LASIS, THIS IS THE LATEST THING THAT WE GO THROUGH. IT CHANGES OUR SOCIETY TO NEW SOCIETY. IT BRINGS CHANGES TO A WELL ESTABLISHED COMMUNITY.WE BRING CHANGES AND CONSOLIDATION BECAUSE EVERYONE LOOKS AT THE WORLD AT A MUCH MORE PROSPEROUS WAY. THERE ARE MANY THINGS THAT WE NEED TO PUT UP TO BALANCE.

-THERE ARE MORE FIGHTS TODAY TO PRESERVE FORESTS-AND GO THROUGH THAT AND FIND SOLUTIONS. THIS IS SOMETHING THAT WE HAVE TO THINK ABOUT IN SARAWAK.

-WE NEED TO DEVELOP KUCHING TOWN, AND SEE WHAT WE NEED TO PRESERVE IN KUCHING TOWN. AND CULTURE IS ANOTHER ONE.

-THANK GOD WE STARTED VERY EARLY AND WE WANT TO DEVELOP OUR CULTURE.AND YET WE HAVE THE PHILOSOPHY TO PRESERVE EACH OF OUR COMMUNITY. WE NEED TO ALLOW CHANGES TO BRING OUT THE COLOUR AND ACTIONS BETWEEN THEM.

-WE, OF VARIOUS RACES NEED TO BELIEVE IN EACH OTHER. WE NEED TO LOOK AT THE SAME LEVEL OF EACH OTHER. IT WILL BE COLOURFUL AND DON'T FORGET THE CHANGE AND THE TRANSFORMATION PROCESS-TAKE INTO ACCOUNT ALL THESE.

-WE HAVE SUCCEEDED IN THE CHANGE OF SYSTEM, PROCESSES IN DEVELOPING THE BEST PRACTICES THAT ARE VERY VALUABLE IN ENABLING US TO ADJUST IN THE FUTURE.

-PEOPLE NEED TO ADOPT TO THESE NEW WAYS OF LIVING. THAT IS WHAT WE MUST DO ALL THE TIME.

-I HOPE YOU REALISE HOW BIG IT IS. THANKS TO ALL THE CONSIDERATION OF CIVIL SERVICE SARAWAK AND I'M QUITE COINFIDENT THAT THE TRANSFORMATION PLAN IS LESS HEAVY.

-I HAVE GREAT CONFIDENCE THAT NOW, THAT IT IS MUCH MORE AMIABLE TO UNDERSTAND WHAT ARE THE WORLD'S PRACTICES SUITABLE TO BE ADOPTED.WE DO HAVE LOTS OF OPTIONS TO CHOOSE FROM, WHAT YOU ARE GOING TO ACHIEVE WILL BE MORE REALISTIC,I AM CONFIDENT THAT WE WILL BE ABLE TO DO THAT.

THANK YOU VERY MUCH.

READ ONLY