

**ANUGERAH KUALITI KETUA MENTERI SARAWAK 2009 / PERSIDANGAN  
PERKHIDMATAN AWAM NEGERI SARAWAK**

**DRAF UCAPAN YB DATUK AMAR SS**

Yang Amat Berhormat Pehin Sri Haji Abdul Taib Mahmud, Ketua Menteri Sarawak;

Yang Berhormat Datuk Patinggi Tan Sri (Dr.) Alfred Jabu anak Numpang,  
Timbalan Ketua Menteri Merangkap Menteri Pembangunan Infrastruktur dan Perhubungan dan Menteri Pembangunan Luar Bandar;

Yang Berhormat Menteri-Menteri;

Yang Berhormat Menteri-Menteri Muda;

Ybhgia Saudara Md Yahya Basimin, SUP

Ketua-ketua Jabatan Negeri dan Persekutuan

Datuk-Datuk,

Tuan-tuan dan Puan-puan yang saya hormati sekalian.

Assalamualaikum Warahmatullahi Wabarakatuh, salam sejahtera, dan salam 1 Malaysia.

1. Terlebih dahulu marilah kita memanjatkan kesyukuran ke hadrat Allah SWT kerana dengan limpah kurniaNya dan rahmatNya, kita dapat berhimpun bersama-sama dalam Majlis Anugerah Kualiti Ketua Menteri Sarawak 2008 pada pagi ini.

2. Bagi pihak Perkhidmatan Awam Negeri Sarawak, saya mengucapkan setinggi-tinggi penghargaan dan terima kasih kepada Yang Amat Berhormat Pehin Sri Haji Abdul Taib Bin Mahmud, Ketua Menteri Sarawak yang kita sanjungi, kerana sudi meluangkan masa beliau untuk hadir bersama-sama kita pagi ini dalam Majlis Anugerah Kualiti Ketua Menteri Sarawak tahun 2009.

3. Kehadiran Yang Amat Berhormat ke Majlis ini melambangkan keprihatinan yang tinggi serta komitmen dan sokongan beliau terhadap segala usaha Perkhidmatan Awam Negeri Sarawak untuk terus memperkukuhkan sistem penyampaian perkhidmatan awam yang berlandaskan prinsip inovasi, kreativiti, kualiti dan integriti.

4. Terima kasih juga saya hulurkan kepada YB Menteri-menteri dan semua yang hadir atas kesudian untuk bersama kami meraikan Majlis Anugerah Kualiti Ketua Menteri Sarawak.

5. Saya ingin mengambil kesempatan ini untuk merakamkan penghargaan dan tahniah kepada Jawatankuasa penganjur kerana telah berjaya mengadakan majlis kita pada pagi ini. Ucapan setinggi-tinggi penghargaan juga saya tujukan kepada para juri dan panel penilai yang datang dari berbagai agensi dan telah meluangkan masa keemasan mereka untuk menjalankan tugas penilaian serta menggunakan kemahiran dan kepakaran mereka membantu kita memilih pemenang-pemenang Anugerah Kualiti Ketua Menteri Sarawak 2009. The decision is final.

6. Saya berbangga kerana majlis seperti ini dapat kita adakan secara berterusan, lebih lagi pada akhir-akhir ini, kita telah dapat melipatgandakan

penyertaan agensi Kerajaan Negeri dan Persekutuan dalam Anugerah yang berprestij ini.

7. Untuk makluman YAB Pehin Sri dan sidang hadirin sekalian, pada Anugerah Kualiti kali ini, sebanyak 154 buah agensi Kerajaan Negeri dan Persekutuan telah menyertai Anugerah Kualiti Ketua Menteri Sarawak berbanding hanya 70 penyertaan pada tahun lepas. Ini merupakan satu pencapaian yang terbaik yang pernah kita kecapai sejak anugerah ini diadakan. Anugerah Kualiti ini merangkumi 5 kategori iaitu Kategori Pejabat Residen, Pejabat Daerah, Pihak Berkuasa Tempatan, Pejabat Cawangan Sarawak dan kategori Peringkat Negeri. Saya harap penyertaan masa hadapan akan terus meningkat daripada agensi-agensi Kerajaan Negeri dan Persekutuan.

8. Kepada pemenang-pemenang Anugerah Kualiti Ketua Menteri Sarawak kali ini, saya ingin merakamkan setinggi tahniah dan syabas kepada mereka. Sebagai pemenang, agensi-agensi tersebut boleh dijadikan sebagai rujukan atau 'benchmark' kepada agensi-agensi lain yang baru memulakan usaha penambahbaikan berterusan dalam inisiatif inovasi dan kreativiti mereka. Saya menyeru agar agensi-agensi yang tidak memenangi apa-apa anugerah supaya terus mempunyai keyakinan untuk membuat penambahbaikan keatas sistem dan proses/prosedur kerja dan penyampaian perkhidmatan pada tahap keberkesanan dan kualiti yang lebih tinggi lagi. Saya percaya, hanya melalui satu pengukuran yang sistematik seperti Anugerah ini boleh kita tahu di mana tahap kita berada dan sejauh mana lagi perjalanan kita untuk menjadi sebuah agensi yang cemerlang, inovatif dan kreatif.

9. Saya amat yakin pelaksanaan sistem pengiktirafan amalan kualiti dan urus tadbir yang baik dan cekap ini telah membantu agensi-agensi Kerajaan

untuk melahirkan budaya kerja yang komited dan berdaya saing disamping mempertingkatkan daya usaha penambahbaikan berterusan di kalangan pejabat-pejabat awam, yang dapat menyumbang kepada kemajuan negeri dan kesejahteraan rakyat.

10. Selain daripada pengiktirafan yang sedia ada, dalam AKKMS 2009, kita juga akan memberi beberapa anugerah sampingan yang akan dimaklumkan kemudian semasa penyampaian hadiah.

YAB Pehin Sri, YB YB, Datuk-datuk, ladies and gentlemen

11. Today, we will also be launching the Sarawak Civil Service Conference, which is one of the initiatives in our Sarawak Civil Service Transformation towards achieving our Vision **“To Be a World-Class Civil Service”**. The theme for this conference is **“Innovative and Creative Civil Service: Benchmarking World-Class Practices”**. This is probably the first Civil Service Conference we ever had for a long time. Amongst the objectives of the conference are:

- i. To continuously learn the latest public management tools and practices from renowned speakers;
- ii. To discuss current initiatives, strategies and programmes relating to innovative thinking, creativity and value creation;
- iii. To share and explore new ideas on high performance service delivery; and
- iv. To strategize and apply world-class public sector practices in our workplace.

12. In this conference, we have invited speakers who are specialist in their own fields, to share with us their invaluable knowledge and experiences. The conference will discuss innovation and creativity in the civil service covering the areas ranging from finance, new economic model, Score Development and the Transformation of the Civil Service. to good governance and the Transformation of the Civil Service.

13. I would like on behalf of the organising committee thank our Speakers namely Ybhgia Tan Sri Dato' Dzul kifli Abdul Razak, Vice Chancellor Universiti Sains Malaysia, Ybhgia Professor Datuk Dr. Shamsul Amri Baharuddin Founding Director Institute of Ethnic Studies from Universiti Kebangsaan Malaysia, Mr James George, Assistant Resident Representative of UNDP and Mr Andrew Chan, Executive Director of PriceWaterhouse for kindly accepting our invitation and to share with us their thoughts and experience at this conference. I am also very grateful to Yang Berbahagia Tan Sri Mohd Sidek bin Haji Hassan, Ketua Setiausaha Negara, who has kindly consented to deliver a keynote address at the closing of the conference session tomorrow.

YAB Pehin Sri, Datuk-datuk, ladies and gentlemen

14. We, in the State Civil Service have continuously taken steps to improve the quality of the civil service and its delivery system, such as the introduction of our philosophy "An Honour to Serve" and our concept on "1 Government at Your Service", which is in congruence with the National movement on the "No Wrong Door" policy; our moves on certification in MS ISO9000 and 5S, the formation of High Performance Team (HPTs) and Innovative and Creative Circles (ICCs), and many others. I wish to report here that since the

introduction of Innovative and Creative Circles or the new version of QCC, we have spread the knowledge of ICC throughout all Divisions in Sarawak and our first ICC Convention will be held in July and August this year.

15. Above all these efforts, is the rethinking of our roles and functions to enable us to adapt to the forces that demand a reshape to the public service delivery system. Undoubtedly, bureaucracy of the past cannot be retrofitted to meet the needs of the information age. Obsolete, century old systems are to be replaced with new models better suited to the needs of the 21<sup>st</sup> Century. Similarly, like the National Government with its Government Transformation Plan (GTP), the State Civil Service has also initiated its own transformation journey, which requires new and improved approach to every aspect, from organizational structures and operating practices to personnel systems and service delivery models.

16. Under this Transformation Plan, the initial stage is for the State Agencies to address the areas of performances and service delivery through the identification and prioritization of what we called the Key Focus Activities (KFAs). Specifically, KFAs refers to the development, review and improvement of existing processes, systems and procedures as well as the development of new models and formulation of new policies to ensure efficient and effective delivery of projects and programmes under 10 MP, SCORE and NKRA. In other words, we have deliberately embarked on making complicated work processes simple, and making simple work even simpler for our customers without compromising the integrity and quality of the service itself. We have to date developed 129 KFAs and we expect to implement all by the end of this year.

Next year we will develop more KFAs as a continuous process of civil service transformation.

17. We have also recently launched the Sarawak Civil Service Vision, which is **“To be a World-Class Civil Service”** and Our Mission is **to transform the Civil Service through High Performance Team and Excellent Service Delivery.**

18. Simultaneously, we have also identified the Common Shared Values of the Sarawak Civil Service which encompasses High Integrity, Respect for Others, Obedience to the Law; Kind and Caring, Professional Work Ethics, A Sense of Urgency and Timeliness, Team Spirit, and Action and Result Oriented.

19. The achievement of the KFAs, Vision, Mission, Strategic Plans and the successful acculturation of the common Shared Values in the various State agencies will become determinants in the assessment of winners for the Sarawak Chief Minister’s Quality Awards (AKKMS) for the year 2010. This is to ensure that winners of these awards are agile and adaptive organisations with effective work processes/procedures/systems and excellent service deliveries that will rise to the continually changing expectations of their customers and stakeholders.

20. Apart from the above, there is a lot more that needs to be done to enhance and strengthen the public delivery system. In line with our vision to be a world class civil service and also along the line of the theme of our civil service conference this year, we need to continually raise our standards, benchmarking against the best in the world and eventually becoming the benchmark itself. In fact, in some of our IT initiatives in the State Civil service

have been recognized world-wide or somewhat can be considered to have attained world class standard. Some of our achievements include:

- i) LASIS (an integrated Land Administration and Land Management System), which is recognized internationally and Land & Survey has been invited to share this system at various FIG (International Federation of Surveyors) symposiums (the most recent (April 2010) in Sydney, Australia and next year 2011 in Morocco);
- ii) Integrated Court System that won UN's World Summit Award 2009 for 'e-Content and Creativity';
- iii) E-Syariah –used by our Syariah Court and adopted nationwide and recognised by some middle east country; and our
- iv) Angkasa Library Management System – used by a number of the public libraries in the nation and by some international universities.

21. Apart from our IT achievements, the State Civil Service through some of our State agencies, have won various awards and recognition at the international level. Some examples are:

- Brooke Dockyard who won the World Quality Commitment International Spar Award 2008 (Gold Category) at the International B.I.D Quality Convention, France, Paris.
- Miri Port Authority who won the 12<sup>th</sup> International Transport Award (2009) at the 12<sup>th</sup> International Transport Award by Trade Leader's Club, Madrid, Spain.

I would also like to inform YAB Pehin Sri and everyone at the Chief Minister Dept last week have been awarded by MAMPU with a 4 Star rating amongst all

the Chief Minister Dept in the nation while others obtain 3 Stars. None obtained 5 Star.

YAB Ketua Menteri, Datuk-datuk dan siding hadirin yang dihormati sekalian

22. Sebelum saya mengakhiri ucapan, saya ingin merakamkan setinggi-tinggi penghargaan dan ucapan terima kasih kepada semua warga Perkhidmatan Awam Negeri Sarawak baik negeri atau Persekutuan atas komitmen serta daya usaha semua untuk bersama-sama dengan saya dalam membangunkan satu Perkhidmatan Awam Negeri yang disegani dan diiktiraf sebagai antara yang terbaik di dunia.

23. Kita semua mesti ingat bahawa usaha penambahbaikan sistem penyampaian kerajaan merupakan satu perjalanan yang pencapaian matlamatnya bergantung kepada tahap kepuasan rakyat terhadap perkhidmatan yang disediakan. Dan proses transformasi yang kita laksanakan ini adalah penting dalam usaha kita menyediakan perkhidmatan yang melangkaui ekspektasi semua segmen rakyat dan pelanggan. Justeru itu, amat perlu bagi kita, warga Perkhidmatan Awam Negeri Sarawak, mempelopori satu transformasi minda, etika kerja dan kaedah penyampaian perkhidmatan bagi mendokong agenda murni ini.

24. Akhir kata, saya harap kita semua akan dapat melangkah dengan lebih pantas dalam melaksanakan transformasi ini. Sebagai penjawat awam kita hendaklah sentiasa bersedia dan berdedikasi dengan tugas masing-masing serta melaksanakan penambahbaikan dengan cepat dan pantas apabila diperlukan. Apa yang penting ialah budaya kualiti dan kecemerlangan perlu

dikekalkan dan usaha-usaha perlu dipergiatkan bagi menjana idea-idea baru ke arah mencapai tahap kualiti yang lebih tinggi.

25. Semoga usaha meningkatkan kualiti sistem penyampaian perkhidmatan awam ini akan terus bersemarak bagi merealisasikan hasrat Kerajaan, iaitu “Satu Malaysia, Rakyat Didahulukan, Pencapaian Diutamakan”.

26. Sekali lagi saya ucapkan terima kasih setinggi-tingginya kepada YAB Pehin Sri Ketua Menteri atas kesudian Pehin Sri hadir dan sebentar lagi menyampai amanat penting kepada kita semua sempena Majlis anugerah Kualiti Ketua Menteri.

27. Terima kasih khas juga kepada YB Datuk Patinggi Tan Sri Alfred Jabu, YB Datuk Sri Michael Manyin dan YB Fatimah Abdullah, Menteri-menteri Muda dan semua yang hadir di majlis kita pada hari ini.

Sekian wabillahitaufik Walhidayah Wasalamualaikum warahmatullahi  
Wabarakatuh.