



PRIME MINISTER'S DEPARTMENT
PUBLIC SERVICE DEPARTMENT

LEARNING & DEVELOPMENT STRATEGIES TOWARDS A **FUTURE-READY** MALAYSIAN CIVIL SERVICE

“Leadership and learning are indispensable to each other.”

John F. Kennedy
35th President of the United States
(1917 – 1963)



3

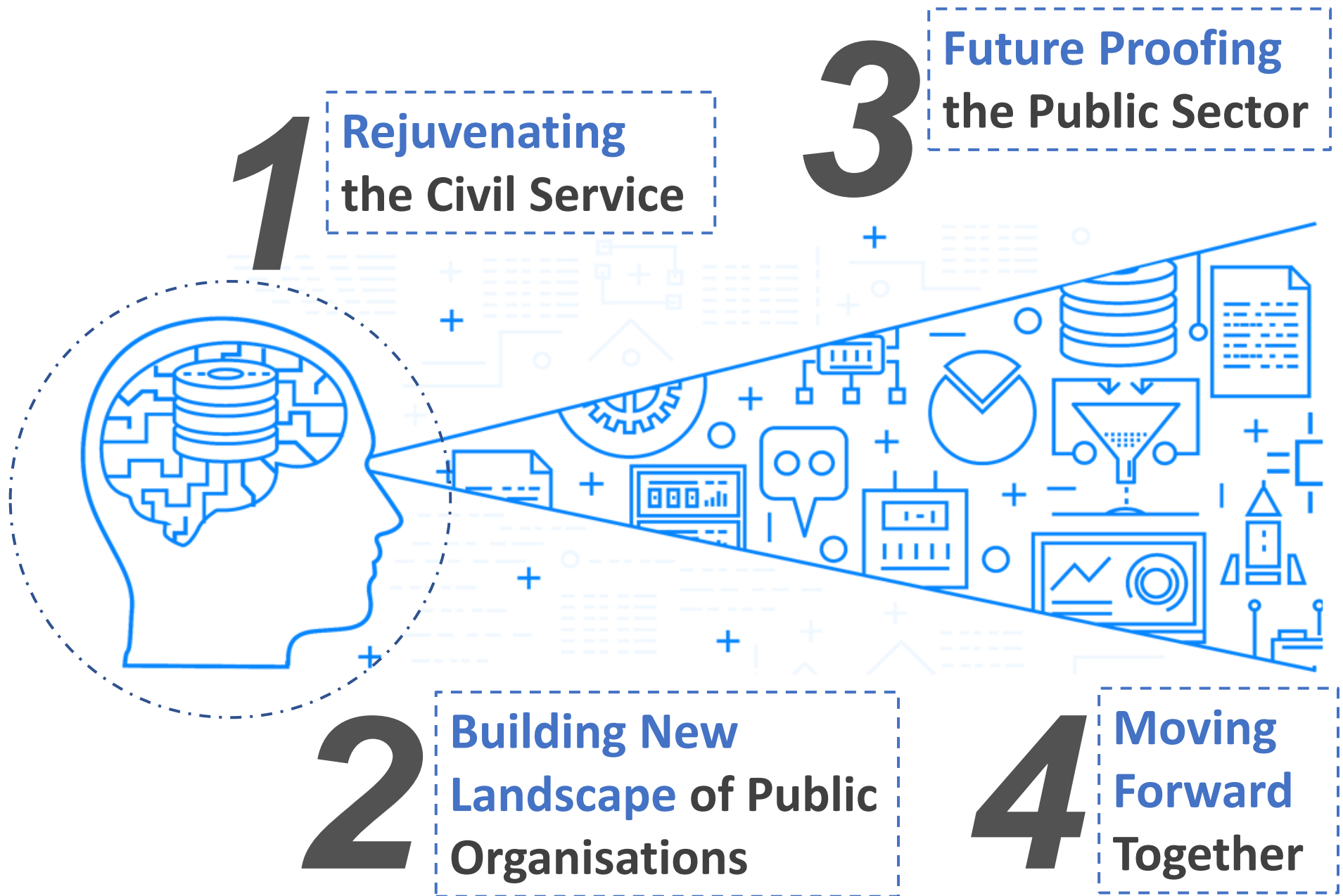
MAIN PRINCIPLES OF THE MALAYSIAN CIVIL SERVICE



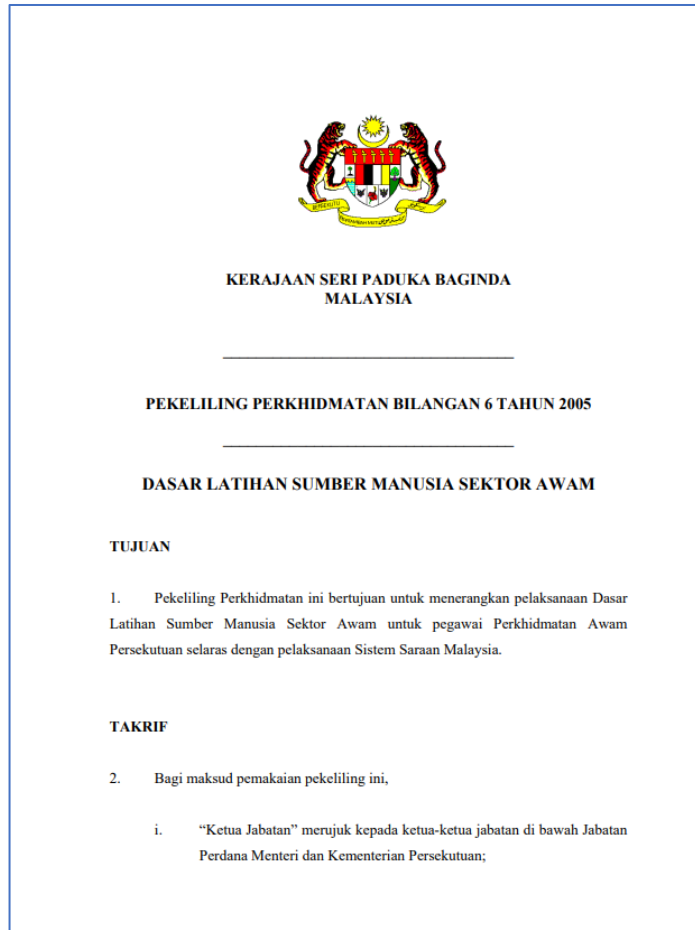
	PRINCIPLE	OBJECTIVE
PHASE I (2020)	TRUST TO SERVE <ul style="list-style-type: none">• <i>Togetherness</i>• <i>Interaction</i>• <i>Dynamic</i>• <i>Service</i>• <i>Integrity Enculturation</i>	To Drive Excellence in Public Sector
PHASE II (2021)	FASTER <ul style="list-style-type: none">• <i>Flat</i>• <i>Agile</i>• <i>Streamlined</i>• <i>Tech-enabled</i>• <i>Efficient</i>• <i>Resilient</i>	To Revive the Economy and Help Citizens during Pandemic
PHASE III (2022)	SWIFT <ul style="list-style-type: none">• <i>Speed</i>• <i>World-class Knowledge</i>• <i>Inspirational</i>• <i>Flexible</i>• <i>Tech-based</i>	To Expedite National Recovery in Endemic New Phase



4 Main Focuses of the Malaysian Civil Service

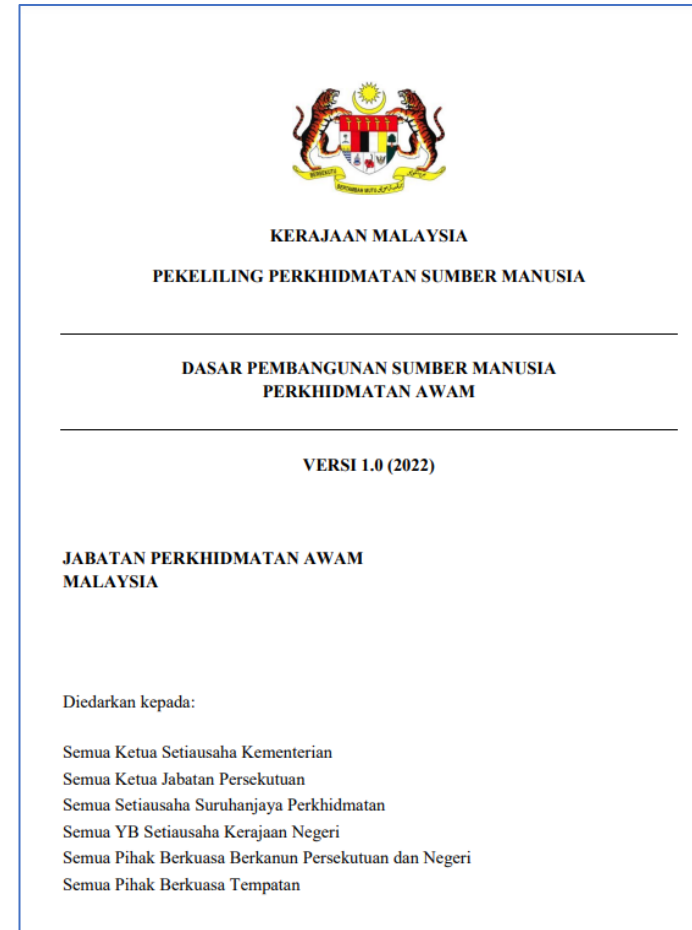


AS - IS



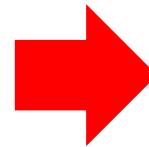
Public Sector Human Resource Training Policy (DLSA)

TO - BE



Public Service Human Resource Development Policy (DPSM)

Currently being refined to be congruent with the 4 Main Focuses of the Malaysian Civil Service



HUMAN RESOURCE DEVELOPMENT POLICY - WHAT?



To **produce highly-skilled and knowledgeable** public sector work force who are **ready to face current and future challenges**



Improvisation of Public Sector Human Resource Training Policy (DLSA) **to be relevant with current situation**



HUMAN RESOURCE DEVELOPMENT POLICY - WHY?



FROM 'TRAINING' TO 'DEVELOPMENT'

- Enhancing the element of 'human capital development'



FIT-FOR-PURPOSE

- Minimum of 40-hour of formal and structured learning per year
- Opportunity for officers to manage their own career enhancement



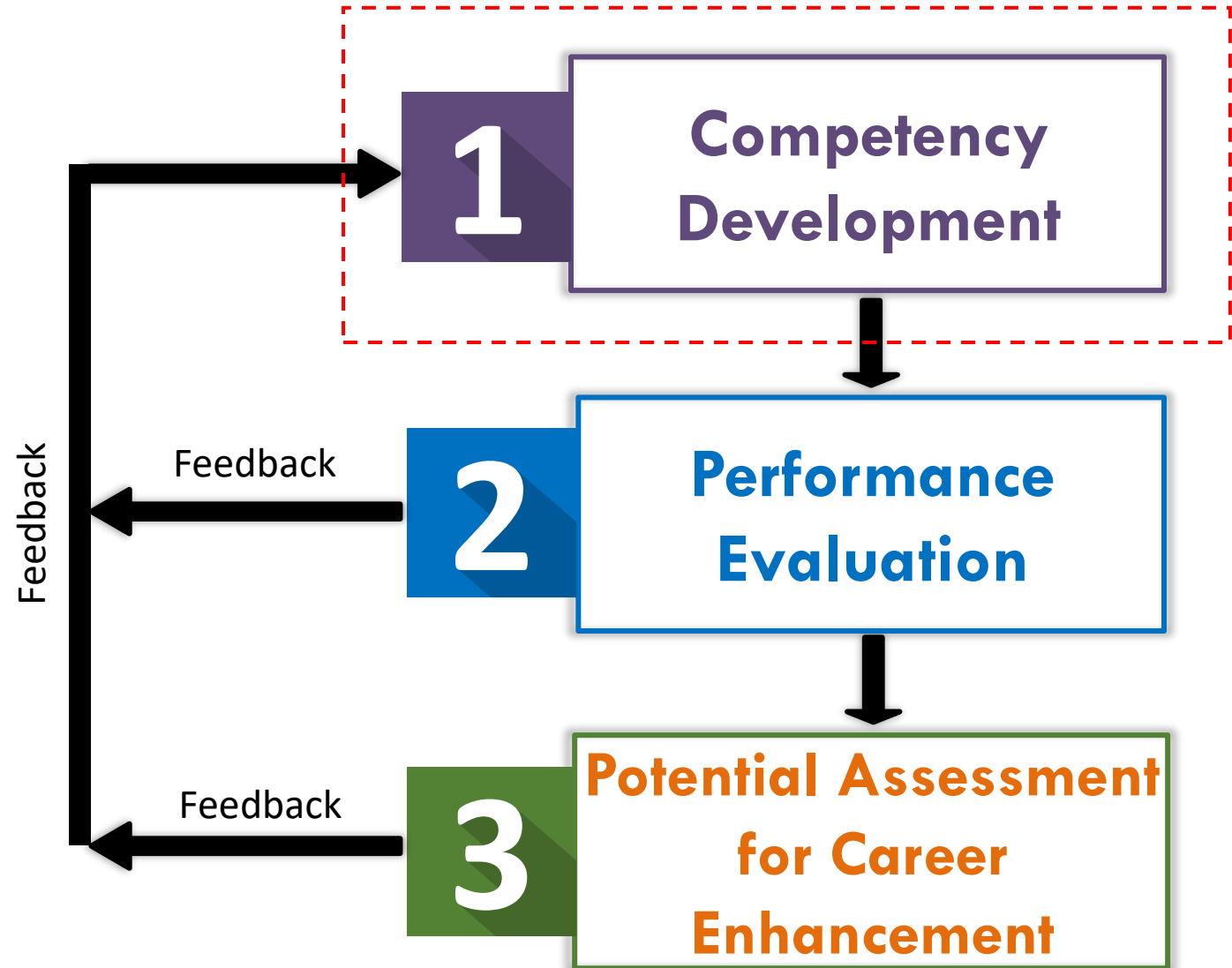
BUDGET

- Minimum of 1% from annual emolument



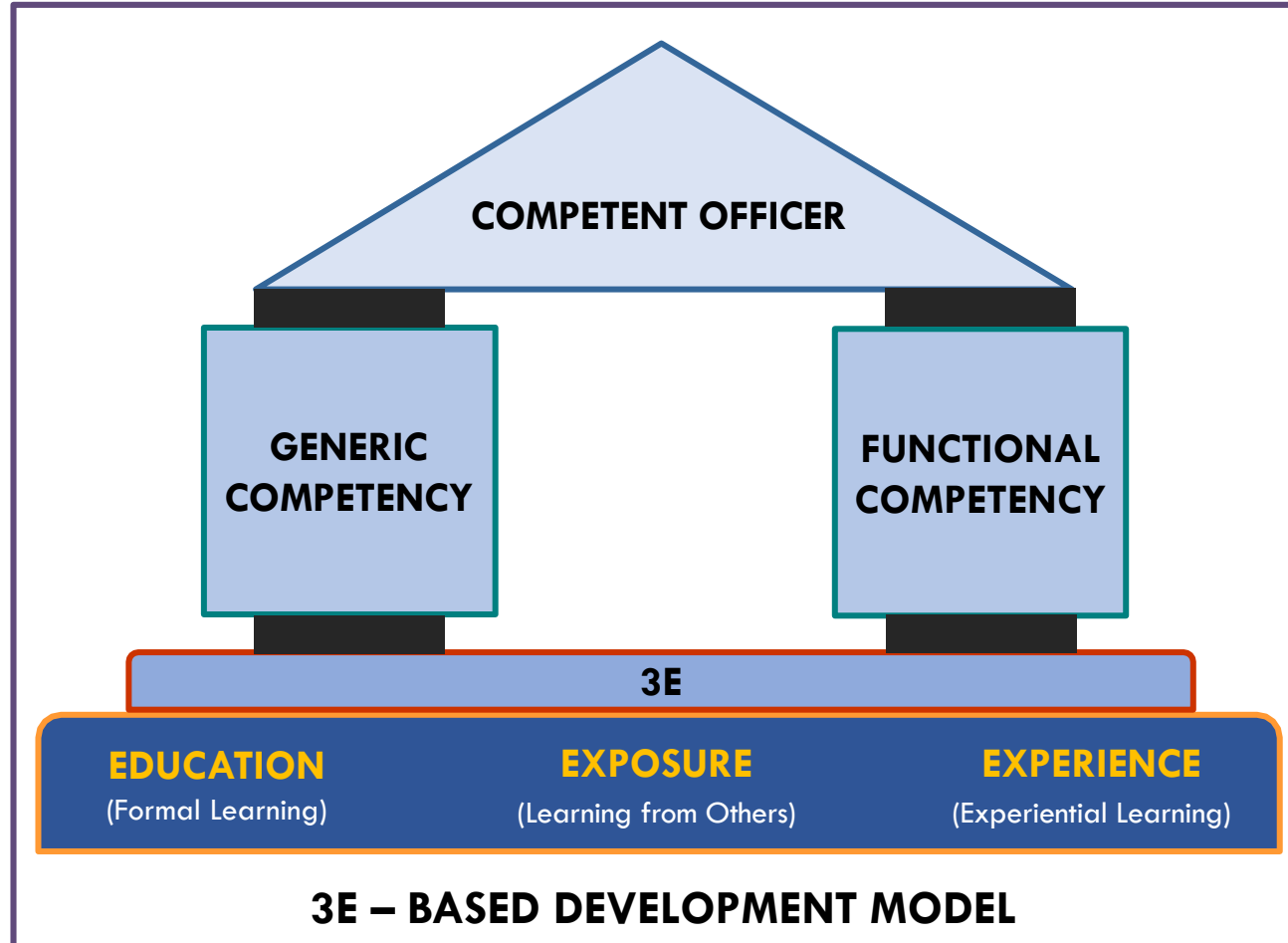
HUMAN RESOURCE DEVELOPMENT POLICY – HOW?

3 Main Activities



COMPETENCY DEVELOPMENT

COMPETENCY DEVELOPMENT APPROACH



GENERIC COMPETENCY

Leadership attributes based on Public Sector Leadership Competency Framework (KKPA)

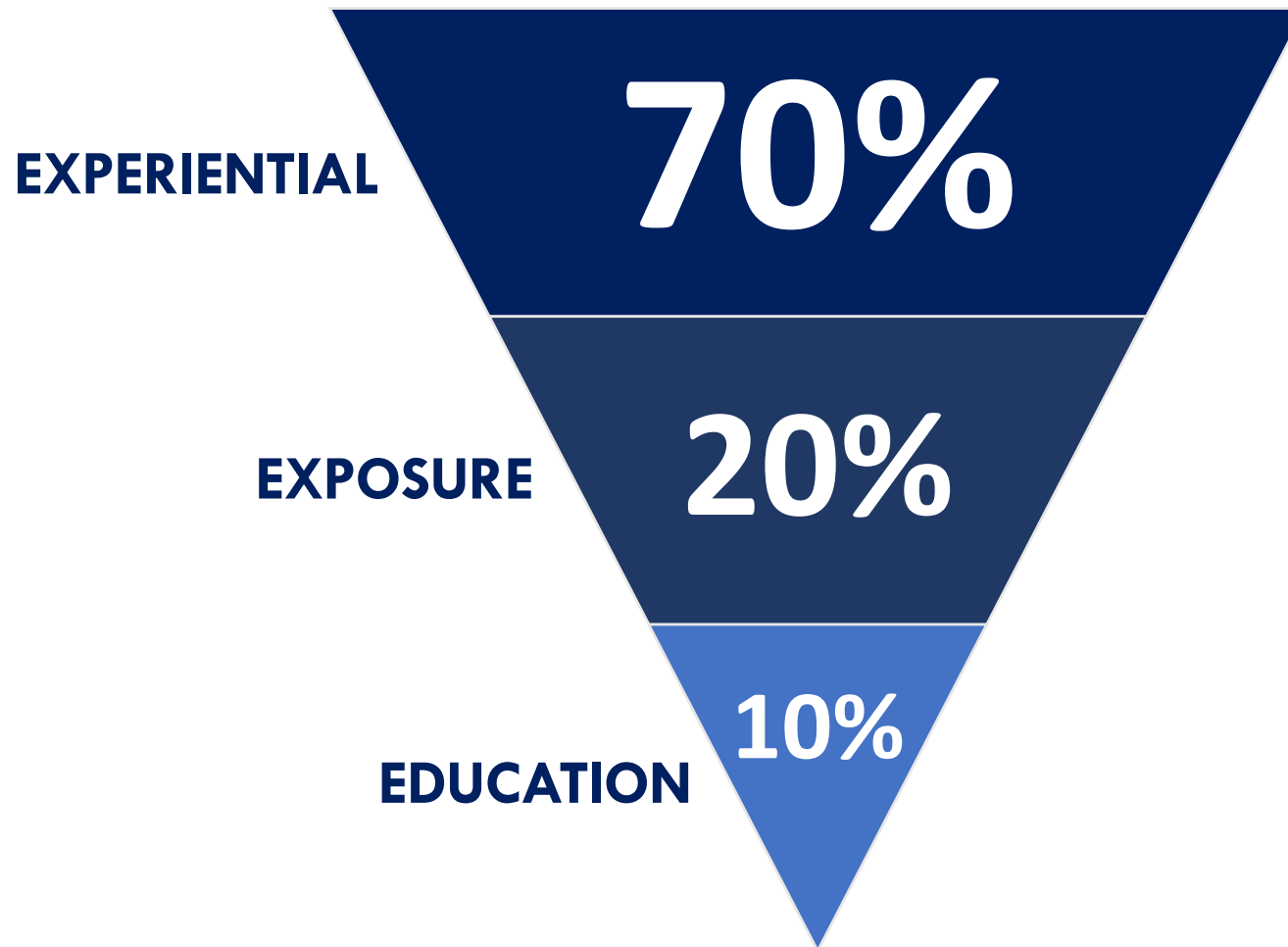
FUNCTIONAL COMPETENCY

Specific skill, capability and knowledge based on job description



LEARNING AND DEVELOPMENT MODEL

Emphasis would be to shift from “Know-it-all” to “**Learn-it-all**”



Experiential Learning / On-the-job Training

- Special task/Assignment
- Attachment programmes
- Cross-fertilization / secondment
- Job rotation

Learning from Others

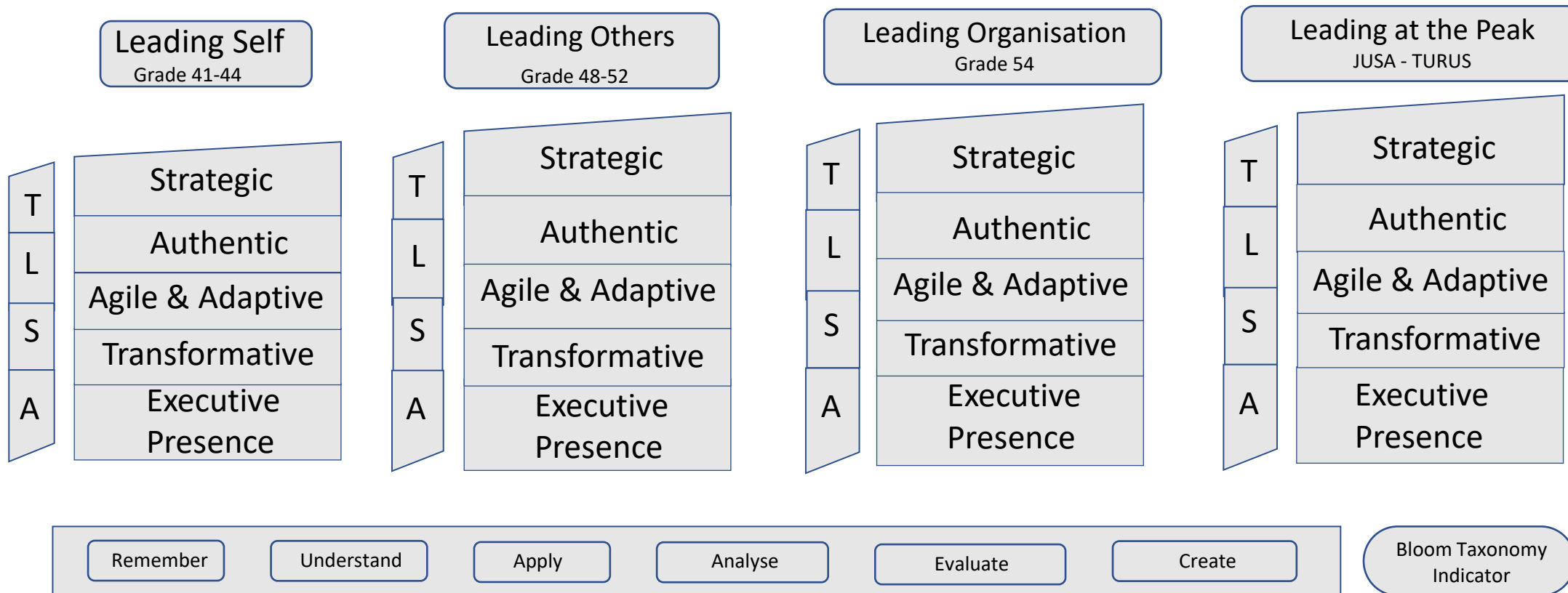
- Coaching & mentoring
- Shadowing
- 180 & 360-degree evaluation/feedback
- Networking
- Buddy system

Formal Learning

- Short courses
- Face-to-face / online
- 1% from annual emolument for training
- Minimum 40-hour training



GENERIC COMPETENCY: PUBLIC SECTOR LEADERSHIP COMPETENCY FRAMEWORK



FUNCTIONAL COMPETENCY: BASIC PRINCIPLES



Knowledge, skills and/or behaviours that can be demonstrated explicitly.



Knowledge, skills and/or behaviours can be differentiated based on efficiency and effectiveness.



The level of competency can be enhanced through development programmes and structured trainings.



MALAYSIA DIGITAL ECONOMY BLUEPRINT (MyDIGITAL)



On 19 February 2021, **MyDIGITAL** initiative has been launched – a new and comprehensive approach designed to anchor the country’s digital economy by 2030.

This initiative serves as part of the government’s plans to “**transform Malaysia into a digitally-driven, high income nation and a regional leader in digital economy**”.

The Public Service Department through the National Institute of Public Administration (INTAN) has been mandated to implement a programme called **DIGITAL GOVERNMENT COMPETENCY DEVELOPMENT (DGCD)**.



DIGITAL GOVERNMENT COMPETENCY DEVELOPMENT (DGCD)

DIGITAL GOVERNMENT COMPETENCY DEVELOPMENT (DGCD)

AIM

To develop civil servants digital competencies

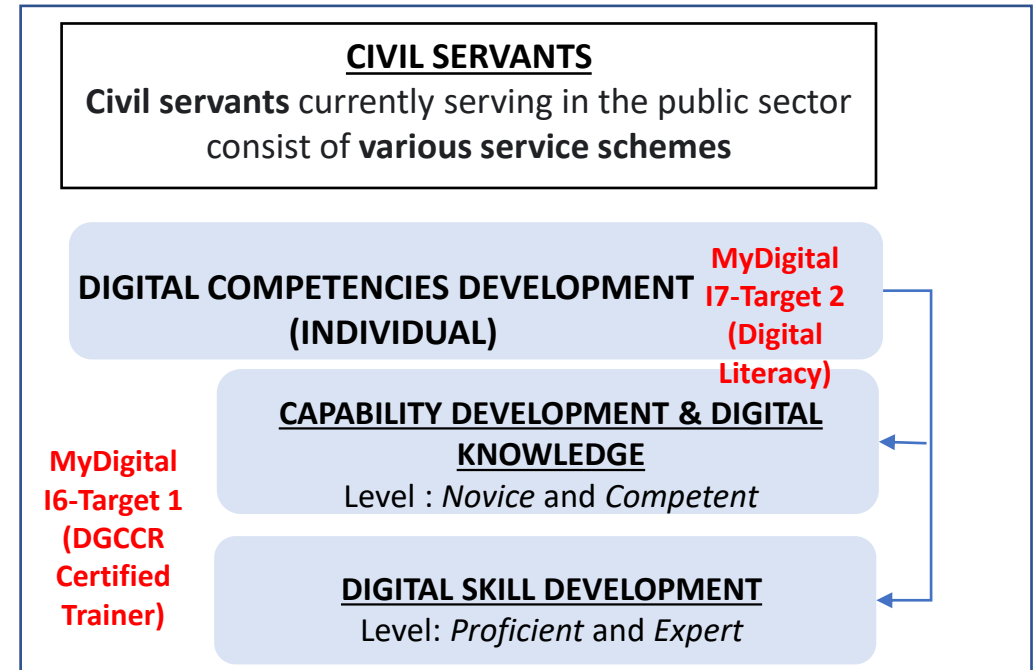
OUTPUT 2

Digitally competent **civil servants** through digital competency programs and able to support the Digital Government ecosystem

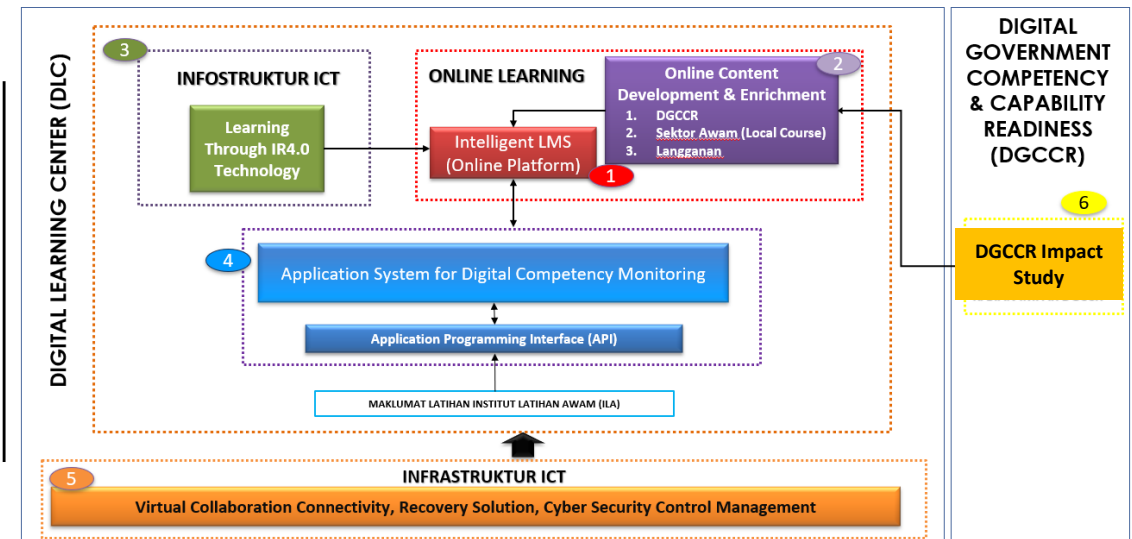
OUTPUT 1

MyDigital 17-Target 1 (DLC)
Digital Learning Centre (DLC)
 [To empower i-IMATEC]

Objective: To develop online learning and teaching materials as well as face to face in meeting the needs of **civil servants**
 Function: To develop digital learning services centrally for **civil servants**



DGCD COMPONENTS



PUBLIC SECTOR E-LEARNING (EPSA)



HOME DASHBOARD CATALOG SME

Public Sector E-Learning Now
With a New Look

Learn Anytime Anywhere

EPSA® Helpdesk Email: esupport@intanbk.intan.my Contact
Number: 03-2084 7713/7809/7850/7851

WWW.EPSA.GOV.MY

Sila klik pada butang "Forgot Password" bagi pengguna yang pertama kali log in ke EPSA baharu untuk dapatkan kata laluan baharu

“Learning Anytime Anywhere”

The advantage of EPSA®

Learning online is definitely more cost and time efficient. Evidently, the information age brought with it the demands of life-long learning that heightened the need for access to endless and continuous knowledge. This hunger led to an acute shortage of delivery capabilities via traditional training outfits and institutions. The founding of EPSA® was triggered by this reality to support training needs, especially with the impending challenges that comes with cross global economic phenomenon which can no longer be accommodated by learning in the classroom.



PUBLIC SECTOR E-LEARNING (EPSA)



HOME DASHBOARD CATALOG SME



E-PEMBELAJARAN SEKTOR AWAM

Home / Courses

27
Categories

195
Courses

NEGOTIATION SKILL

Modified 26 September 2022
Advanced Leadership and Management Programme (ALMP) -Tertutup

5 Courses

Pengurusan Kewangan berdasarkan Indeks Akauntabiliti

Modified 26 September 2022
Audit

7 Courses

Search courses

Modified 26 September 2022
Bahasa

3 Courses

Problem definition
Issues that give rise to the need for a solution

- 1
- 2
- 3
- 4
- 5
- 6
- 7

Options
Regulatory and non-regulatory options that may have to address the situation

Impact assessment
Costs and benefits of the options for consumers, businesses, government and the environment

Conduct Consultation with Stakeholders

Conclusion and recommended option

Implementation and review strategy

INTEGRITI PENJAWAT AWAM

KAUNSELING SYARIE (ASAS)

Category Filter

- Advanced Leadership and Management Programme (ALMP)
- Tertutup (5)
- Audit (7)
- Bahasa (3)
- Dasar dan Governan (4)
- Etika dan Integriti (4)
- Hal Ehwal Islam (4)
- Kejuruteraan (8)
- Kepimpinan (9)
- Keselamatan (18)
- Kesihatan (8)
- Komunikasi dan Perundingan (3)
- Langganan (0)
- Pembangunan Kendiri (11)
- Pendidikan (8)

- Agriculture
- Auditing
- Communication and Negotiation
- Economics
- Education
- Enforcement
- Engineering
- Ethics and Integrity
- Finance
- Health
- Human Resource Management
- ICT
- Islamic Religion Matters
- Land Management
- Language
- Law
- Leadership
- Policy and Governance
- Project Management
- Quality Management
- Research
- Security
- Self-development
- Standard and Document Control

PUBLIC SECTOR E-LEARNING (EPSA) KEY FEATURES



PERSONALISATION

Content is designed for users to adapt their learning style for a more effective learning outcome. Keywords are tagged and embedded to identify levels of learning or grade. Relevant content are identified and collected to provide public servants accessibility in order to increase usage.



GAMIFICATION

Created to instill positive competitive spirit among users in two categories; individuals and government departments. Users can collect winner's badges for annual acknowledgement by participating departments and agencies, respectively.

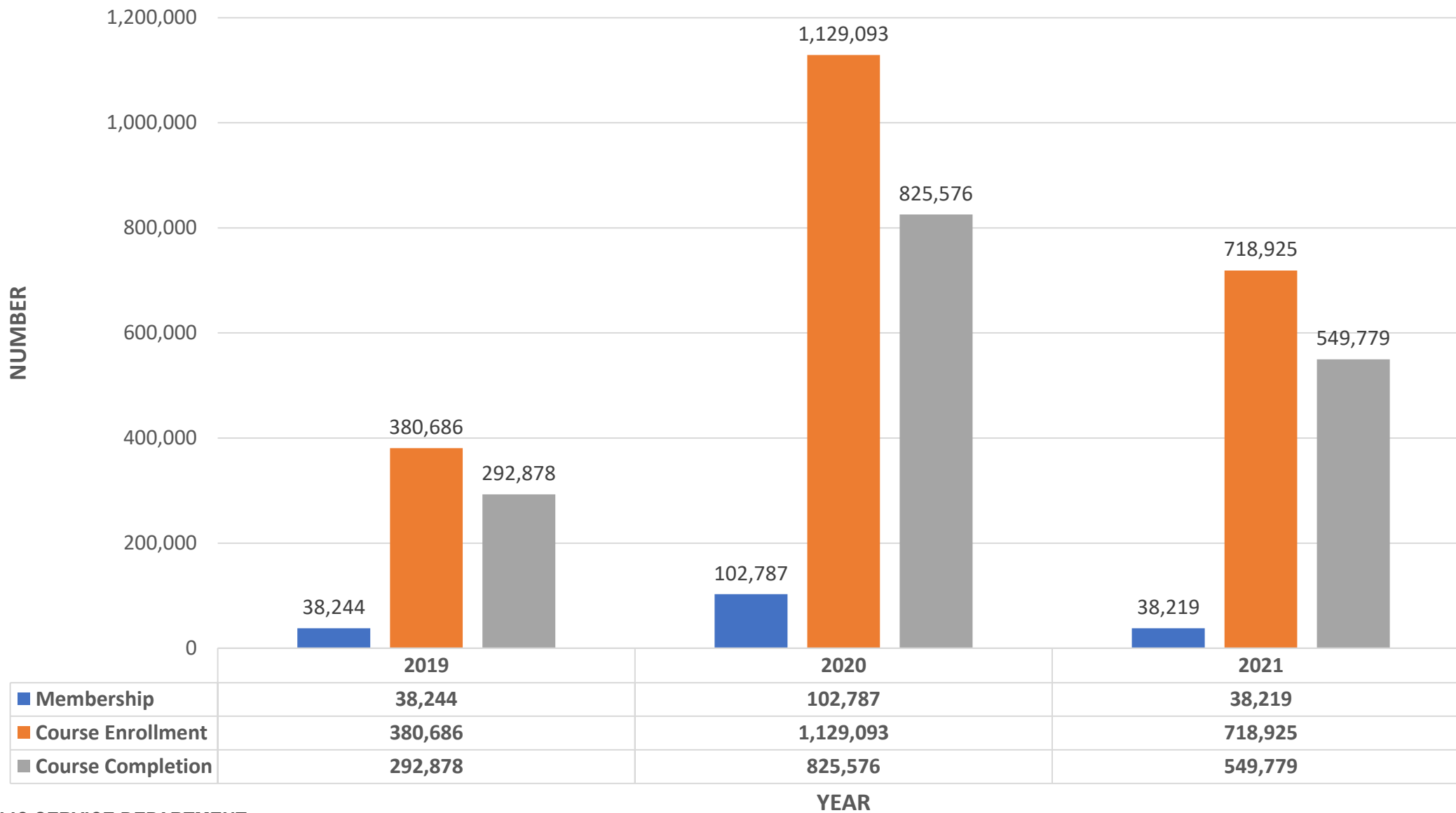


MASSIVE OPEN ONLINE COURSES

Department and agencies upload content on respective directories, but all EPSA users can access every available content. EPSA users can drop comments and interact with each other to encourage healthy discourse.



NUMBER OF MEMBERSHIPS, ENROLMENT AND COMPLETION OF EPSA COURSES (2019 – 2021)



INTAN DIGITAL NEXUS COURSES



INTAN Digital Nexus Courses

You are here: [Home](#) / [Online Services](#) / [Online Learning](#) / [INTAN Digital Nexus Courses](#)

INTAN Digital Nexus Courses is a collection of Digital Transformation course materials that can be accessed online. It can help civil servants to understand and find opportunities to learn how to face the disruptions in their organization.

- COMPUTATIONAL THINKING
- CONTINUOUS LEARNING
- CROSS-FUNCTIONAL COLLABORATION
- DATA AND ANALYTICS AT WORK
- DATA AND ANALYTICS LITERACY
- DATA VISUALIZATION
- DATA-DRIVEN DECISION MAKING
- DESIGN THINKING METHODOLOGY
- DESIGNING DIGITAL EXPERIENCES
- DIGITAL AUTOMATION
- DIGITAL TRANSFORMATION STRATEGY
- DISRUPTIVE TECHNOLOGIES
- FUNCTIONAL INSIGHTS ON DIGITAL TRANSFORMATION
- INFRASTRUCTURE & ARCHITECTURE
- SERVING DIGITAL CUSTOMERS
- SOCIAL MEDIA MARKETING
- VIRTUAL COLLABORATION



User Manual (*In Malay Only)



User Manual (*In Malay Only)



KURSUS DIGITAL NEXUS - COURSERA
INSTITUT TADBIRAN AWAM NEGARA

LEARNING ANYTIME ANYWHERE

Welcome to **INTAN Learning Program**

Enroll in any course from this learning program to advance your career.

8000++ KURSUS SEDIA DILANGGAN
SECARA PERCUMA

7000++ COURSES ARE AVAILABLE TO SUBSCRIBE FOR FREE

Join

Sponsored by INTAN

LEVEL:
Beginner
Intermediate
Advanced

FIELDS OF INTEREST

- DGCCR Online Learning (25)
- Business (2112)
- Computer Science (1510)
- Personal Development (190)
- Physical Science and Engineering (544)
- Data Science (1250)
- Arts and Humanities (1388)
- Social Sciences (591)
- Life Sciences (597)
- Math and Logic (110)
- Information Technology (710)
- Language Learning (218)

[Browse Catalog](#)

[How it works](#)

Recommended by your organization

Enroll in any course hand-picked by your organization. These courses cover topics and skills your organization is focused on improving.

DGCCR Organisational Capabilities

This collection has been recommended by INTAN



MICRO-LEARNING



My Latihan Maya

Nombor Tiket

MASUK KELAS

MPC

Microlearning on Industry 4.0 & Society 5.0



39 DAFTAR FREE

MPC

Problem Solving Skill Using A3 Approach



36 DAFTAR FREE

KONSULTASI AWAM

MEMACU PRODUKTIVITI NEGERA



- Pengenalan Konsultasi Awam
- Guiding Principle of PC
- Merancang Konsultasi Awam
- Cabaran Pelaksanaan Konsultasi Awam

100 DAFTAR FREE

COACHING PROGRAMMES

INTAN offers Coaching sessions managed by Coaches who have obtained Certified Professional Coach (CPC) certification and are recognised by the International Association of Coaching (IAC)



COACHING FOR LEADERS WORKSHOP (CFL)

This workshop exposes participants to Coaching and the basic competencies of Coaching. Participants would be able to handle Coaching sessions at their own workplaces after undergoing this workshop.

INTAN COACHING CIRCLE (ICC)

INTAN Coaching Circle (ICC) is a knowledge-sharing program about Coaching. The programme features invited speakers who are experts in Coaching, locally and internationally.

COACHING FOR INTAN STAFF

INTAN also organises an in-house Coaching program for INTAN staff. Through this session, Coachee meets Coach to achieve Coachee's agenda.

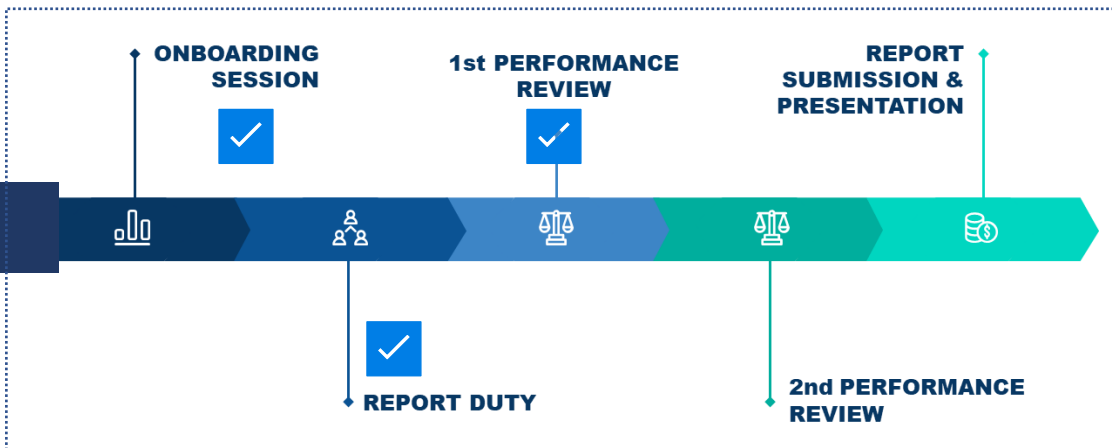


CROSS-FERTILISATION PROGRAMME (PCF)

PARTICIPATING COMPANIES/ AGENCIES



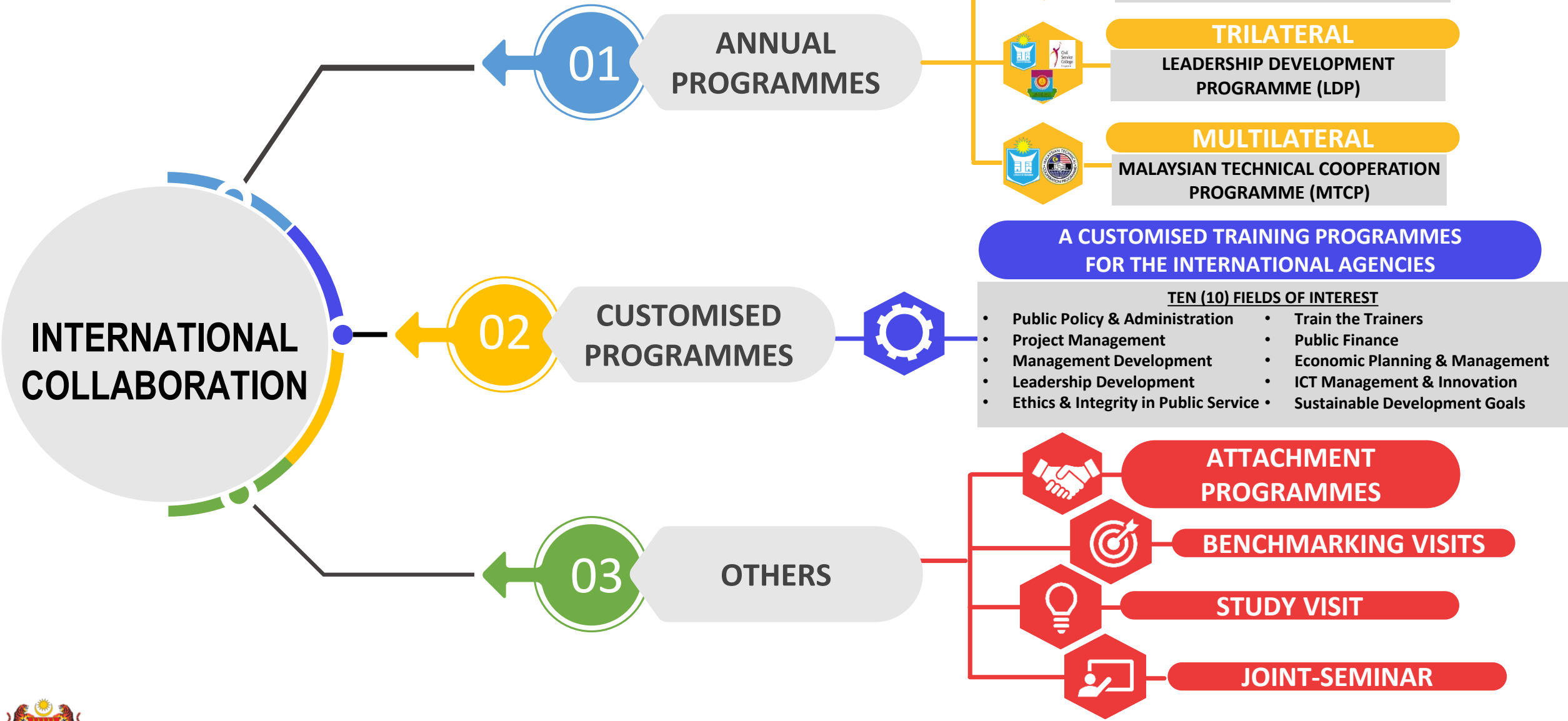
PROGRAMME STRUCTURE



An attachment programme for middle-level managers for a duration of **1 - 2 years** at the private companies, semi-government organisations and international organisations aimed to:

- adopt best practices and excellent work culture
- strengthen public-private collaboration
- develop competent officers who embrace life-long learning

INTERNATIONAL COLLABORATION



CUSTOMISED PROGRAMMES BY INTAN



RUSSIA

Public Policy and Administration in Malaysia's Perspective

The Russian Presidential Academy of National Economy and Public Administration (RANEPA)



INDIA

Public Financial Management in Malaysia's Perspective

The National Institute of Financial Management (NIFM)



BANGLADESH

Public Financial Management in Malaysia's Perspective

The Institute of Public Finance (IPF)



UNITED NATIONS

Evaluating Public Policy in Malaysia's Perspective

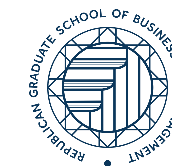
The African Institute For Economic Development and Planning (IDEP)
18 African Countries



UZBEKISTAN

Project & Portfolio Management in Malaysia's Perspective

The Republican Graduate School of Business Management (RGSBM), under the National Agency of Project Management under the President of the Republic of Uzbekistan

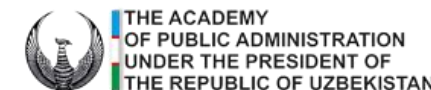


A Customised Virtual Seminar Series 1/2020

on Public Service Delivery And Current Management Topics

The Academy of Public Administration (APA)

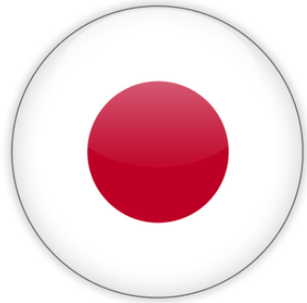
Under The President of The Republic Of Uzbekistan



ATTACHMENT PROGRAMMES

ATTACHMENT PROGRAMMES 2022 (JCAP, BMCC, KGAP)

Government officers attachment programmes at Private Companies / Government Agencies abroad



Japanese Company Attachment Program (JCAP)

One-month attachment programme at private companies operated in Japan:
27 September – 28 October 2022

In collaboration with the **Embassy of Japan in Malaysia**



British Company Attachment Program (BMCC)

3-week attachment programme at private companies operated in the United Kingdom:
23 August - 5 October 2022

In collaboration with the **British Malaysia Chamber of Commerce**



Korean Government Attachment Program (KGAP)

One-month attachment programme at various government agencies in the Republic of Korea:
11 September – 12 October 2022

In collaboration with the **National Human Resources Development Institute (NHI)**

Physical / face-to-face programmes abroad

15 participants for each programme

Inaugural KGAP begins in 2022 and this programme will be continued next year



12th MALAYSIA PLAN – STRATEGIC & FUTURE DIRECTION



Human Resource Management Information System (HRMIS) will be enhanced with a sub-module on **talent repository that incorporates the skills and expertise of civil servants**. Through this system, ministries and agencies will be **able to select suitable talent** for specific tasks.



In order to develop and nurture personnel in specialised areas, customised training and secondment programmes will be provided **to enhance exposure and enable these personnel to acquire technical skills in the relevant** areas.



Cross-fertilization programmes between public and private sector personnel **will be expanded** to broaden knowledge-sharing and develop subject matter experts.



Digital culture will be inculcated in the early stages of a civil servant's career, while change management initiatives will be introduced to increase knowledge, skills and use of digital services.



The **upskilling and reskilling of civil servants will be continuously undertaken** to ensure they keep abreast with advancements in technology.



Training programmes will be **customised based on the required capabilities and competencies identified under the DGCCR** framework.



Thank you

Research, Planning and Policy Division
Public Service Department
Level 12, Block C1, Complex C
Federal Government Administrative Centre
62510 W.P. PUTRAJAYA, MALAYSIA



Facebook.com/**JabatanPerkhidmatanAwam**



Twitter.com/**jpgov**



Instagram.com/**jpa2day**



Youtube.com/**JabatanPerkhidmatanAwam**

