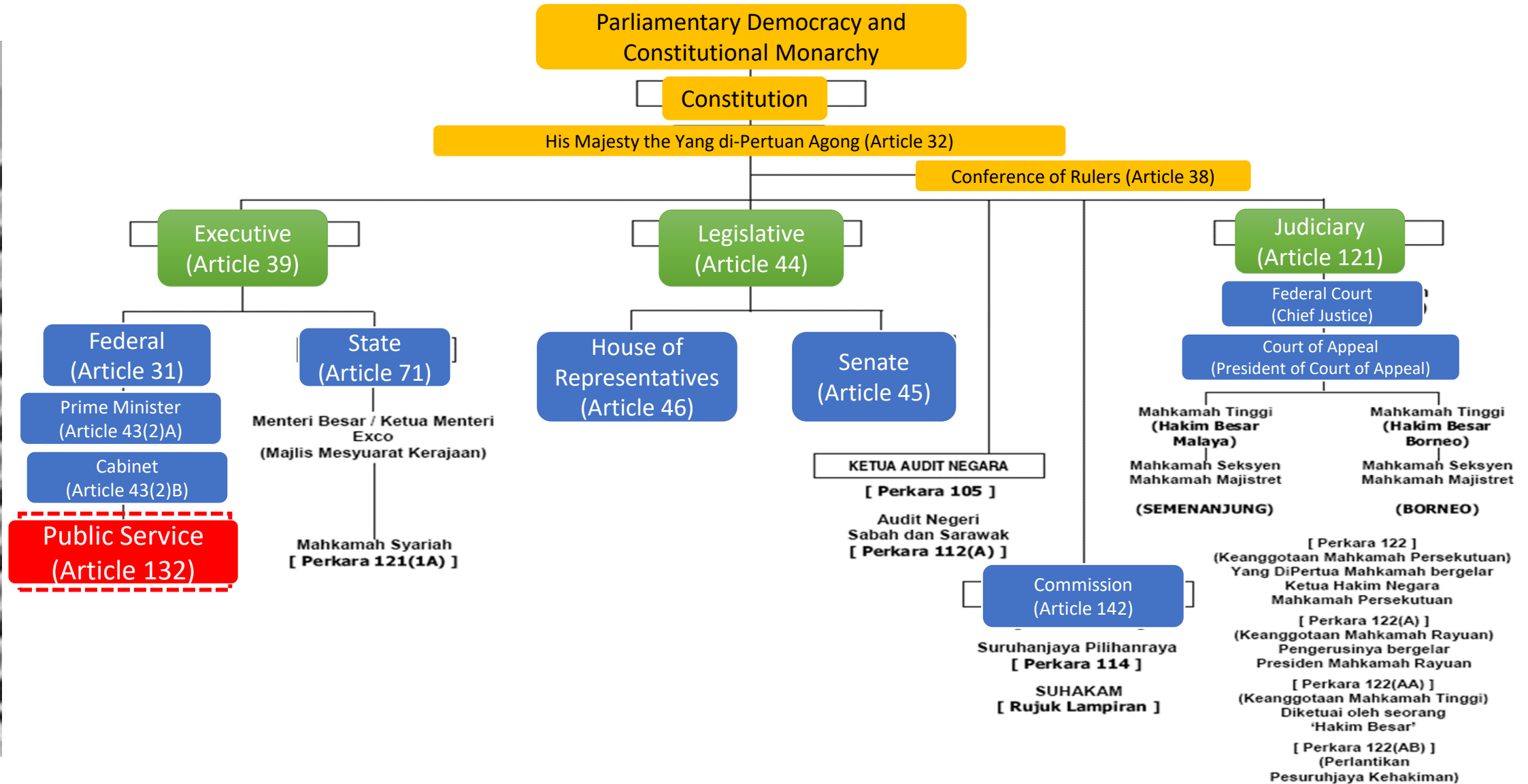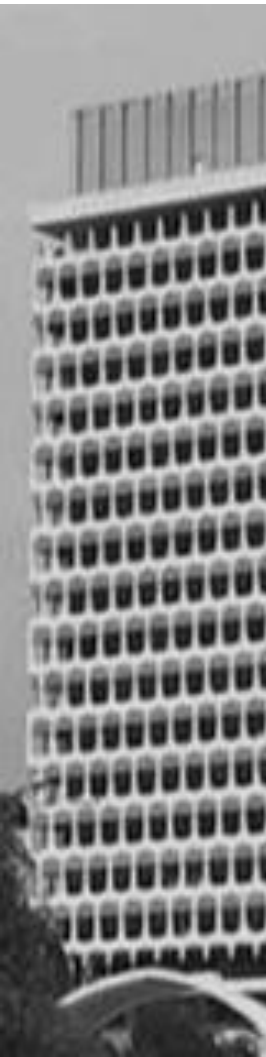PRIME MINISTER'S DEPARTMENT
PUBLIC SERVICE DEPARTMENT

PUBLIC SERVICE DEPARTMENT OF MALAYSIA

PUBLIC SERVICE IN THE FEDERAL CONSTITUTION OF MALAYSIA

Parliamentary Democracy and Constitutional Monarchy

Constitution

His Majesty the Yang di-Pertuan Agong (Article 32)

Conference of Rulers (Article 38)

Executive (Article 39)

Federal (Article 31)
- Prime Minister (Article 43(2)A)
- Cabinet (Article 43(2)B)
- **Public Service (Article 132)**

State (Article 71)
Menteri Besar / Ketua Menteri
Exco
(Majlis Mesyuarat Kerajaan)

Mahkamah Syariah
[Perkara 121(1A)]

Legislative (Article 44)

House of Representatives (Article 46)

Senate (Article 45)

KETUA AUDIT NEGARA
[Perkara 105]

Audit Negeri
Sabah dan Sarawak
[Perkara 112(A)]

Commission (Article 142)

Suruhanjaya Pilihanraya
[Perkara 114]

SUHAKAM
[Rujuk Lampiran]

Judiciary (Article 121)

Federal Court (Chief Justice)

Court of Appeal (President of Court of Appeal)

Mahkamah Tinggi
(Hakim Besar Malaya)
Mahkamah Seksyen
Mahkamah Majistret
(SEMENANJUNG)

Mahkamah Tinggi
(Hakim Besar Borneo)
Mahkamah Seksyen
Mahkamah Majistret
(BORNEO)

[Perkara 122]
(Keanggotaan Mahkamah Persekutuan)
Yang DiPertua Mahkamah bergelar
Ketua Hakim Negara
Mahkamah Persekutuan

[Perkara 122(A)]
(Keanggotaan Mahkamah Rayuan)
Pengerusinya bergelar
Presiden Mahkamah Rayuan

[Perkara 122(AA)]
(Keanggotaan Mahkamah Tinggi)
Diketuai oleh seorang
'Hakim Besar'

[Perkara 122(AB)]
(Perlantikan
Pesuruhjaya Kehakiman)

Article 132 and 133, Federal Constitution of Malaysia

Armed Forces	**General Public Service of the Federation**		**Joint Public Services**	**Education Service**
	Judicial and Legal Service	**Police Force**		**State Public Service**

PROFILE OF THE MALAYSIAN CIVIL SERVANTS

01 FEDERAL AGENCIES
162
(18.20%)

02 STATE AGENCIES
396
(44.49%)

03 FEDERAL STATUTORY BODIES
84
(9.44%)

04 STATE STATUTORY BODIES
102
(11.46%)

05 LOCAL AUTHORITIES
146
(16.40%)

Public Sector Agencies

890
A G E N C I E S

POLICE FORCE
7.0%

ARMED FORCES
7.0%

HEALTH
12.4%

EDUCATION
24.9%

OTHERS
48.7%

01 GENERAL ADMINISTRATION
3.8%

02 SECURITY
22.2%

03 ECONOMY
2.5%

04 INFRASTRUCTURE
4.8%

05 SOCIAL
56.7%

06 STATE GOVERNMENT ADMINISTRATION
10.0%

PUBLIC SERVICE DEPARTMENT

PUBLIC SERVICE DEPARTMENT

VISION

High performance, dynamic and citizen-centric public service with integrity

MISSION

Leading the development of public service's human resource

SLOGAN

"Leading Reform, Driving Change"

ORGANISATIONAL CHART OF TOP MANAGEMENT

DATO' SRI MOHD SHAFIQ BIN ABDULLAH

KETUA PENGARAH PERKHIDMATAN AWAM

DIRECTOR-GENERAL OF PUBLIC SERVICE

DATO' DR. ZULKAPLI MOHAMED

TIMBALAN KETUA PENGARAH PERKHIDMATAN AWAM
(PEMBANGUNAN)

*DEPUTY DIRECTOR-GENERAL OF PUBLIC SERVICE
(DEVELOPMENT)*

DATO' Ts KAMEL MOHAMAD

TIMBALAN KETUA PENGARAH PERKHIDMATAN AWAM
(OPERASI)

*DEPUTY DIRECTOR-GENERAL OF PUBLIC SERVICE
(OPERATION)*

SUHAIMI ALI @ AHMAD

PENGARAH
BAHAGIAN PEMBANGUNAN ORGANISASI

*DIRECTOR
ORGANISATIONAL DEVELOPMENT DIVISION*

DATUK DR. ALAUDDIN SIDAL

PENGARAH
INSTITUT TADBIRAN AWAM NEGARA (INTAN)

*DIRECTOR
NATIONAL INSTITUTE OF PUBLIC ADMINISTRATION*

MOHD SHAIFUL IBRAHIM

PENGARAH
BAHAGIAN PASCA PERKHIDMATAN

*DIRECTOR
POST-SERVICE DIVISION*

RUSLI HARUN

PENGARAH
BAHAGIAN PERKHIDMATAN

*DIRECTOR
SERVICE DIVISION*

DATIN ROSE ZAINAM AHMAD

KETUA
UNIT AUDIT DALAM

*HEAD
INTERNAL AUDIT UNIT*

DR. ANESEE IBRAHIM

PENGARAH
BAHAGIAN PENYELIDIKAN
PERANCANGAN DAN DASAR

*DIRECTOR
RESEARCH, PLANNING AND POLICY DIVISION*

DATO' PAUZAN AHMAR

PENGARAH
BAHAGIAN PENGURUSAN PSIKOLOGI

*DIRECTOR
PSYCHOLOGY MANAGEMENT DIVISION*

HASMARULAINI OMAR

PENGARAH
BAHAGIAN GAJI DAN ELAUN

*DIRECTOR
REMUNERATION DIVISION*

KOSONG

KETUA
UNIT KOMUNIKASI KORPORAT

*HEAD
CORPORATE COMMUNICATIONS UNIT*

MOHD. FAIRUZ AZIZI ABDULLAH

KETUA
UNIT INTEGRITI

*HEAD
INTEGRITY UNIT*

**DATIN SETIA NIK ROSLINI
RAJA ISMAIL**

PENGARAH
BAHAGIAN KHIDMAT PENGURUSAN

*DIRECTOR
SERVICE MANAGEMENT DIVISION*

KOSONG

PENGARAH
BAHAGIAN PEMBANGUNAN MODAL INSAN

*DIRECTOR
HUMAN CAPITAL DEVELOPMENT DIVISION*

KOSONG

PENASIHAT UNDANG-UNDANG

LEGAL ADVISOR

KOSONG

PENGARAH
BAHAGIAN PEMBANGUNAN DAN
PENGURUSAN MAKLUMAT STRATEGIK

*DIRECTOR
DEVELOPMENT AND MANAGEMENT
OF STRATEGIC INFORMATION DIVISION*

OBJECTIVES

To **rationalise the size of public service** through systematic and structured human resources planning by carrying out a comprehensive human resources requirement projection

To **produce and develop outstanding and competent human capital** that will fulfil the strategic needs of Public Service and the nation through dynamic training policies and sponsorship programmes

To **reinforce the use of technology in human resources management** towards increasing the service delivery quality

To **formulate policies and guidelines in relation to psychology services** based on current needs to strengthen the human resources development in Public Service

To **provide public service with schemes of service and organisational structure** that are relevant, flexible and able to fulfil current needs to enable the organisation to perform its establishment functions

To **introduce the best and comprehensive remuneration package** to civil servants and to develop harmonious employer-employee relationships

To **manage civil servants and to develop human resources management policies** through the formulation and implementation of strategic and effective service policies

To **prioritise the welfare of pensioners** and pension recipients through improvements in post-service policies

FUNCTIONS

PLANNING

- Determines the roles of the public sector
- Determines the size and organisational structure of public agencies
- Determines human resources requirements and development
- Determines remuneration and retirement benefits
- Determines the implications of privatisation/separation on public sector human resources
- Develops strategic alliances and networking

DEVELOPMENT

- Determines the Organisational Development Policy
- Determines the Career Development Policy
- Develops Career Paths
- Develops the Succession Planning
- Determines the Training Policy

MANAGEMENT

- Manages recruitment, placement, remuneration, promotion, retirement benefits, service terms and conditions, employer–employee relations, training, and human resources database
- Formulates and clarifies the policies for the matters mentioned above to the implementing agencies
- Manages policy monitoring
- Manages policy evaluations

SHARED PROSPERITY VISION 2030

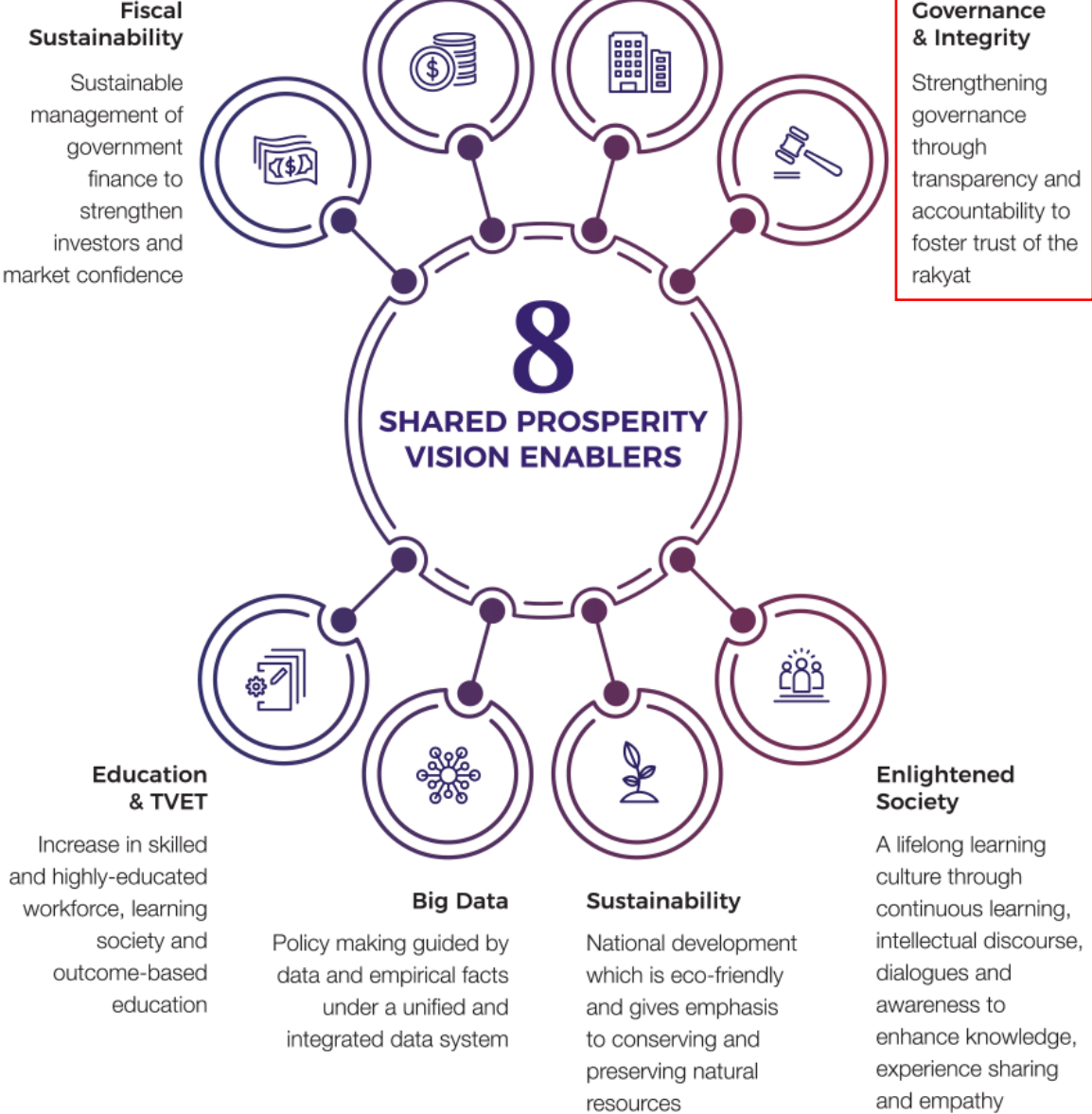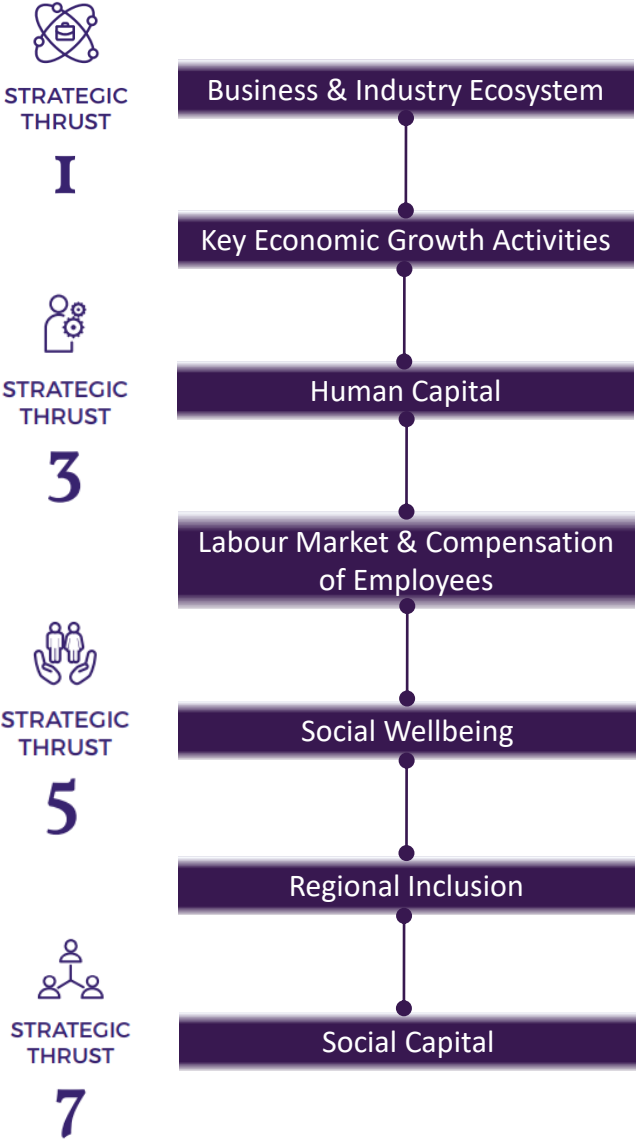**The primary aim of the Shared Prosperity Vision is to provide a decent standard of living to all Malaysians by 2030.**

I — DEVELOPMENT FOR ALL

2 — ADDRESSING WEALTH & INCOME DISPARITIES

3 — UNITED, PROSPEROUS & DIGNIFIED NATION

I5

GUIDING PRINCIPLES

- Continuous Prosperity
- Equitable Outcome
- Equitable Growth
- Distributed Economy
- Inclusivity

- Learning Society
- Future Economy
- Needs-Based Approach Economy
- Institutional Political-Economy
- Integrated Social Model

- Economic Centre of Asia
- Democracy and Stability
- Integrity and Good Governance
- Unity in Diversity
- Sovereignty and Sustainability

7 Strategic Thrusts aimed at addressing issues that affect the citizens, the economy and the administrative system...

STRATEGIC THRUST 1 — Business & Industry Ecosystem

STRATEGIC THRUST 2 — Key Economic Growth Activities

STRATEGIC THRUST 3 — Human Capital

STRATEGIC THRUST 4 — Labour Market & Compensation of Employees

STRATEGIC THRUST 5 — Social Wellbeing

STRATEGIC THRUST 6 — Regional Inclusion

STRATEGIC THRUST 7 — Social Capital

8 SHARED PROSPERITY VISION ENABLERS

Financial Capital
Expansion of businesses through holistic and SME-friendly financing

Effective Institutional Delivery
Improvement in implementation of initiatives and outcome-based programmes

Fiscal Sustainability
Sustainable management of government finance to strengthen investors and market confidence

Governance & Integrity
Strengthening governance through transparency and accountability to foster trust of the rakyat

Education & TVET
Increase in skilled and highly-educated workforce, learning society and outcome-based education

Big Data
Policy making guided by data and empirical facts under a unified and integrated data system

Sustainability
National development which is eco-friendly and gives emphasis to conserving and preserving natural resources

Enlightened Society
A lifelong learning culture through continuous learning, intellectual discourse, dialogues and awareness to enhance knowledge, experience sharing and empathy

TWELFTH MALAYSIA PLAN (2021 – 2025)

- The first half of Shared Prosperity Vision 2030

- Embodies three (3) themes, four (4) policy enablers and 14 game changers

- Aims to further catalyse economic growth opportunities built on quality, resilience and sustainability

- Outlines measures to reset the economic growth impacted by the COVID-19 pandemic

- Lays the foundation to position Malaysia as a high-tech and high-income nation by the end of this decade

RMK12

TWELFTH MALAYSIA PLAN
2021-2025
A PROSPEROUS, INCLUSIVE, SUSTAINABLE MALAYSIA

STRENGTHENING PUBLIC SECTOR SERVICE DELIVERY

Priority Area A
Developing High-Performing Civil Service

Strategy A1

Transforming the Public Service

- Enhancing Human Resource Management
- Strengthening the Roles of Key Agencies

Strategy A2

Developing Future Leaders

- Recruiting and Retaining Talent
- Priming Premier Leaders in the Public Service
- Inculcating Good Ethics
- Enabling Continuous and Comprehensive Learning and Talent Development

Priority Area B
Advancing Whole-of-Government Approach

Strategy B1

Improving Government Administration and Operational Efficiency

- Improving Government Administration
- Streamlining Institutions
- Fostering Efficiency in Public Service Delivery
- Strengthening Collaboration and Coordination among Stakeholders
- Expanding Digitalisation Initiatives
- Strengthening Open Data Governance

Strategy B2

Enabling Better Decision-Making and Innovation

Strategy B3

Strengthening Governance System

Priority Area C
Enhancing Budgeting and Project Management

Strategy C1

Reviewing Budgeting Framework and Process

Strategy C2

Improving Effectiveness of Project Implementation

Public Service Department coordinates Strategy A1, A2 and B1

PUBLIC SERVICE DEPARTMENT

MALAYSIA DIGITAL ECONOMY BLUEPRINT (MyDIGITAL)

6 Strategic Thrusts of Malaysia Digital Economy Blueprint

- Drive digital transformation in the public sector
- Boost economic competitive-ness
- Build enabling digital infrastructure
- Build digital talent
- Create an inclusive digital society
- Build trusted, secure and ethical digital environment

Malaysia in 2025 will advance to achieve the following key targets:

Government

- 100% civil servants to possess digital literacy

- 80% end-to-end online government services

- All ministries and agencies to provide cashless payment option in 2022

- 80% usage of cloud storage across the government in 2022

Strategy 5: Upskilling and reskilling the civil servants

Initiative 11: Introduce a 4IR Innovation Accelerator, dedicated to driving adoption of 4IR technologies in public sector at all levels of government

Initiative 12: Provide 4IR-related training to all civil servants

Strategy 8: Enhance public sector digital infrastructure

Initiative 16: Expand the MyGovCloud to promote cloud computing environment in the public sector

Initiative 17: Strengthen data-driven policy development and improve data sharing environment to ensure data quality

Initiative 18: Enhance workforce mobility of the public sector

Key Targets by 2030

- ✓ Top 20 in United Nations E-Government Development Index.
- ✓ 80% of online government services are integrated and supported by 4IR technology application including AI.

THE NATIONAL 4IR POLICY TO GEAR UP MALAYSIA FOR THE 4IR

OBJECTIVES

Seize growth opportunities arising from the 4IR	Create a conducive ecosystem to cope with the 4IR	Build trust and an inclusive digital society

4 POLICY THRUSTS

Equip the *rakyat* with 4IR knowledge and skill sets	Forge a connected nation through digital infrastructure development	Future-proof regulations to be agile with technological changes	Accelerate 4IR technology innovation and adoption

BUSINESSES

SOCIETY

GOVERNMENT

| **Strategy 1** Industry-led upskilling and reskilling of the existing workforce for the 4IR	**Strategy 6** Strengthen digital infrastructure via strategic investment projects	**Strategy 9** Advocate anticipatory and agile regulatory approach in response to the 4IR	**Strategy 13** Facilitate the adoption of 4IR technologies among local businesses through integrated support
Strategy 2 Match the talent pipeline with the future needs of the economy	**Strategy 7** Minimise disparity in access to technologies across the nation	**Strategy 10** Safeguard the society from irresponsible use of technology	**Strategy 14** Enhance financial support to facilitate 4IR technology adoption and development
Strategy 3 Equip future workforce with 4IR skill sets	**Strategy 8** Enhance public sector digital infrastructure	**Strategy 11** Update legal framework governing personal data management and cyber security to build trust in the society	**Strategy 15** Support 4IR technology innovation focusing on solving social and environmental issues
Strategy 4 Provide equal access to 4IR opportunities across the population		**Strategy 12** Update regulatory approach and review regulations that hinder the application or development of 4IR technologies	**Strategy 16** Prioritise the use of 4IR technologies for policy formulation, implementation, regulatory functions and public service delivery
Strategy 5 Upskilling and reskilling the civil servants			

Beneficiary groups: ● Businesses ● Society ● Government
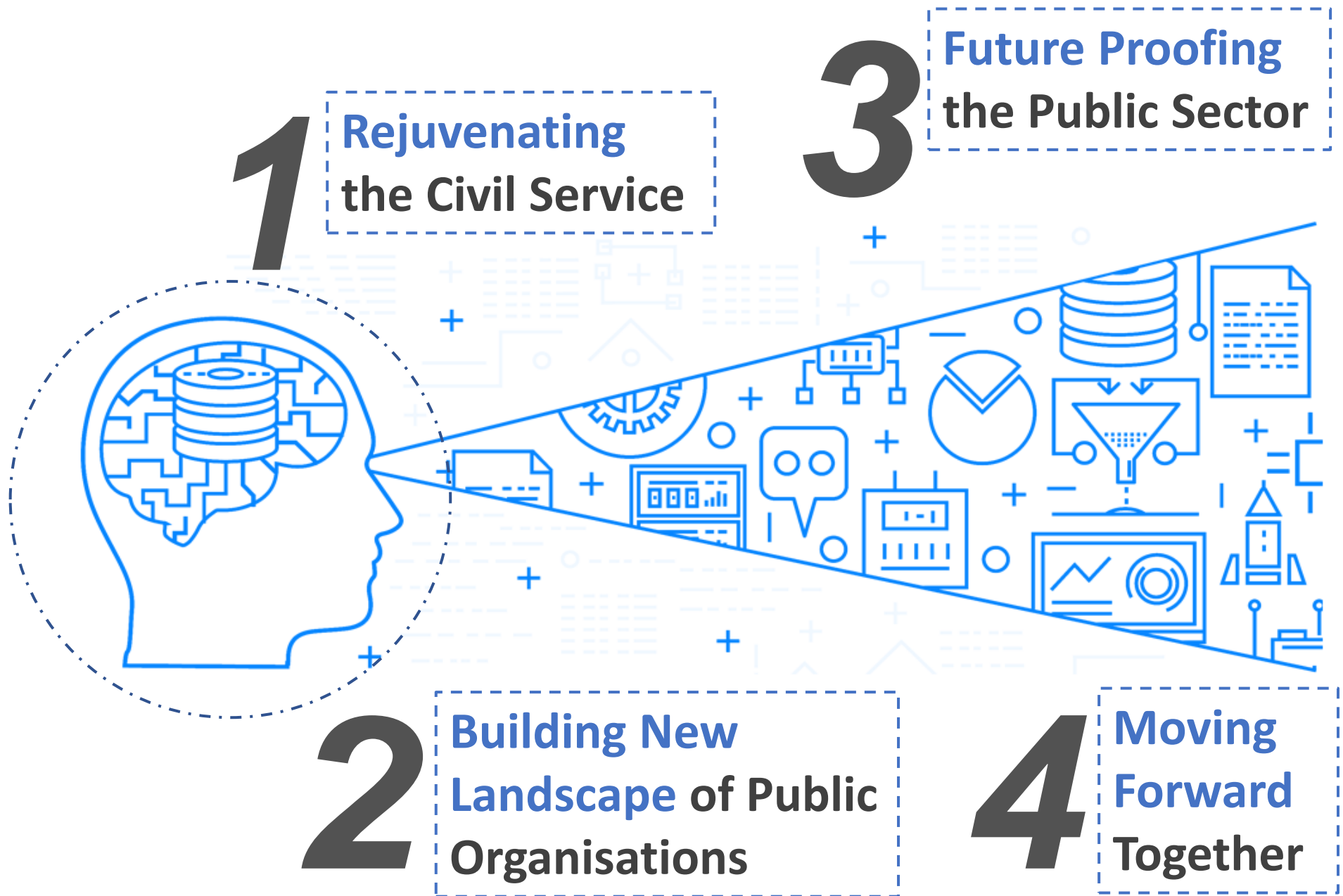
SEVERAL INITIATIVES TO REFORM THE PUBLIC SECTOR

Study on Public Sector Reform

To develop a modern civil service towards digitalisation and new ecosystem, competency enhancement and flexibility in working arrangement/location.

Feasibility Study of Public Service Act

To ensure the separation of power between civil servants and the political administration

Alternative Service Delivery

To leverage on the capacity of NGO's and other community-based organisations (CBO's) in serving the people

Rightsizing of the Public Sector Rationalisation

To increase efficiency and productivity of the public service

Digital Government Competency Development

To develop and institutionalise civil service competencies and capabilities through digital initiative and capability

Flexible Working Arrangements

To allow for a work life balance in the civil service

Human Resource Development Policy

To produce highly competent, knowledgeable and future-proof work force

Human Resource Service Circular (MyPPSM)

To review archaic circulars and optimise number of circulars through merging and repeal

Thank You

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PUBLIC SERVICE DEPARTMENT