

One malaysia essay sample

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Improving government efficiency is an important aspect of 1Malaysia. The use of Key Performance Indicators (KPIs), metrics and targets more typically used in private business and National Key Result Areas (NKRAs) is thus naturally an important part of the 1Malaysia effort. Najib says the government is committed to carrying out a transformation programmed as its main agenda based on approaches and philosophy of 1Malaysia people first, performance now.

Immediately after assuming the office of Prime Minister of Malaysia Dato Ser Najib Tun Razak introduced a series of KPIs in order to measure and improve the efficiency and quality of government services as well as realizing the 1Malaysia concept. Najib said that KPIs were implemented to make sure the people's satisfaction whether they are satisfied with our service, whether we have solved their problems. Najib's announcement of the KPI effort was generally well-received. Deputy Prime Minister Tan Sri Muhyiddin Yassin said the KPI formula was a measure against which the people could measure the performance of Najib and the government. He said the KPIs would provide motivation for every minister to perform well. The KPIs provide a mechanism for the evaluation of ministries and other government agencies including performance reviews carried out every six months. Each ministry has been required to establish specific KPIs including that focus on policy outcomes over the traditional emphasis on inputs typically found in government performance assessments and planning.

KPIs include detailed job descriptions and goals for ministers, deputy ministers, and some other senior government officials. Najib has identified six major policy areas in which KPIs will play an especially important role in

improving the effectiveness of the Malaysian government. These are known as National Key Result Areas (NKRAs). The NKRAs include crime prevention, reducing government corruption, increased access to quality education, improvements in the standard of living for low income groups, upgrades to rural infrastructure, and improvements in public transportation. 1Malaysia Student Discount Card (Kad Diskaun Siswa 1Malaysia or KADS1M) was launched by Ministry of Domestic Trade, Co-Operatives and Consumerism with the objective to help undergraduates and students at private and public education institutions of higher learning to reduce the daily cost of living. Students need not apply for this card. The higher learning institutions are responsible to submit the information of the students to Bank Rakyat instead.

Najib also introduced a new cabinet position to support the Unity and Performance Minister in implementing the KPI system. Idris Jala, the former CEO of Malaysia Airlines, was appointed Minister Without a Portfolio and CEO of Performance Management and Delivery Unit (Pemandu), to work with Dr. Koh Tsu Koon in training over 500 government officers to implement the KPI system. As CEO of Pemandu Idris will support the work of Koh, who is the minister in charge of National Unity and Performance Management.