



PUBLIC SERVICES COMMISSION OF MALAYSIA

1 MALAYSIA PRODUCT : PSC TRANSFORMATION

Public Service for All

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Conclusion

“

The biggest challenge for Malaysia is holistic human capital. Holistic human capital development includes intellectual capital, artistic skills, communication skills, interpersonal skills, thinking, innovation and creativity. In essence, physical and technological developments must be balanced with noble values. Otherwise, there will be a vacuum and material success will not be rooted in universal human values.

”

Dato' Sri Mohammad Najib bin Tun Abdul Razak



FOREWORD

With the grace of Allah, the Public Services Commission (PSC) has succeeded in publishing the booklet “1Malaysia Product: PSC Transformation” which would serve as a reference and guide to improve and enhance the performance of the PSC in discharging its functions and responsibilities.

In line with efforts to transform the PSC so as to provide better services, the PSC has focused on two initiatives, namely, to increase efficiency in the implementation of its duties and responsibilities; and to provide a people-oriented public service. These two initiatives provide the platform and direction to the PSC as the foremost Appointing Authority, as provided under the Federal Constitution.

The approach undertaken is guided by the Blue Ocean Strategy which does not necessitate any change in the legal framework, incur additional cost or require extra workforce. This approach is also popular with the people and creates a positive overall impact resulting in a win-win situation for the PSC and its clientele. The PSC transformation is part of the Government’s effort to improve service delivery to the people focusing on outcomes that have a high impact, at minimum cost and that can be implemented speedily.

This booklet will be revised from time to time in order to provide clarity and better understanding to the general public and the PSC’s clientele of the various transformation initiatives implemented by the PSC. Further reviews and enhancement based on observations and feedback from Members of the Commission and Special Functions Officers with regard to the Rulings of the PSC will be undertaken. The revised and updated Rulings will provide the impetus to reinforce the Government’s objective to achieve the aspirations of People First, Performance Now.

In conclusion, it is my sincere wish that the transformation initiatives as outlined in this booklet will benefit the people and enable the PSC to face the many challenges ahead. It is my utmost desire that Allah will bestow upon us His blessings and mercies in our efforts and will continue to grant us His guidance.

With best wishes and kind regards,

TAN SRI MAHMOOD BIN ADAM

Chairman

Public Services Commission Malaysia

9 May 2014

INTRODUCTION

The Prime Minister has introduced changes to the public service through the National Transformation Plan and subsequently the Government Transformation Programme. Various initiatives and bold new approaches were undertaken to provide facilities and amenities to the general public in line with the thrust of 1Malaysia “People First, Performance Now”.

Parallel to the aspirations of the Prime Minister, the PSC has implemented several transformation programmes under the stewardship and leadership of its Chairman Tan Sri Mahmood bin Adam. Using the Blue Ocean Strategy approach, the PSC has undertaken 81 transformation initiatives covering the recruitment process, service and disciplinary matters since June 2012. The various transformation programmes undertaken are, in essence, the transformation of the PSC as a Product of 1Malaysia.

The transformation of the PSC through the various initiatives has brought about a positive impact in that by enhancing efficiency and service delivery, the PSC is closer to the people. This can be seen in the significant increase in the number of non-Malay candidates, particularly the Chinese and Indians, who have applied to join the public service. In addition, the recruitment process has been simplified and service matters expedited.

In this regard, the PSC will implement many more transformation initiatives which would undoubtedly produce positive outcomes for the people it serves, in tandem with its role as the foremost Appointing Authority in the public service.



THRUST 1:
Improving
Processes and
Procedures

01

Continuous Advertisement

The PSC advertises job vacancies in the various media – PSC’s Portal, Facebook, Twitter and major Malay, English, Tamil and Chinese newspapers. Continuous advertisements in the print and social media assist the PSC in expediting the recruitment process and extend its reach to more candidates, thus spreading greater awareness of a career in the public service.



02

Special Committees to Improve the PSC Delivery System

Nine (9) Special Committees have been set up to improve the PSC delivery system. These committees also act as a platform to receive feedback from the public and government agencies. Some of the committees are as follows:-

- (i) Special Committee to Review the Representation of the Malays in the Public Service;
- (ii) Special Committee to Review the Representation of the Chinese in the Public Service;
- (iii) Special Committee to Review the Representation of the Indians in the Public Service;
- (iv) Special Committee to Review the Representation of Dayaks in the Public Service; and
- (v) Special Committee on Appointment of Contract Officers in the Ministries and Departments.

03

Night and Weekend Interview Sessions

Interviews are normally conducted during office hours. However, it is found that candidates who are already working may face difficulties in getting time-off to attend interviews. Being sensitive to the predicament of such candidates, the PSC has initiated moves to conduct interviews after office hours at night as well as during the weekends (Saturdays/Sundays). This initiative is to assist such candidates to attend their interviews and is in line with a people-oriented PSC.

04

Interviews by the Ministries/Departments

In order to expedite the recruitment process, the authority to interview is devolved to selected Ministries/Departments in instances where the PSC is unable to accommodate additional interview sessions. This devolvement serves to ensure that the Ministries/Departments will select the best candidates to fill their vacancies as it is in their interest to do so. However, the list of successful candidates is still subject to the PSC's final approval to safeguard the integrity of the recruitment exercise.

05

Staggered Interview Schedule

In order to reduce waiting time for interviews, the PSC has initiated a staggered interview schedule in which the candidate is assigned a specific time slot. As such, candidates can better plan their travel schedule without having to waste time. Under this arrangement, four (4) candidates are scheduled in an hour for those in the Managerial & Professional Group and Support Group I. For Support Group II, five (5) candidates are scheduled in an hour.

06

Increase in Candidates Invited for Interviews

In order to provide more opportunities for job seekers to attend interviews, PSC has increased the ratio from 1:5 to 1:15 where the number of candidates called for interviews has been increased from five (5) for each vacancy to 15 candidates. The number of candidates interviewed daily has also been increased from 15 to 30 for the Managerial & Professional Group and from 30 to 40 for the Support Group. This initiative is intended to reduce complaints from applicants who have not been called for interviews for various reasons.

07

Reappointment of Medical Officers without Interview

This is to facilitate the reappointment of medical officers who have resigned for personal reasons. Each case will be considered on its own merits taking into consideration the best interest of the medical service and the need to overcome the shortage of medical officers in the Ministry of Health.

08

Integrated Interview System

An Integrated Interview System is used to expedite the recruitment process for posts in the same classification of service or having similarities in the scheme of service requirements. Currently, the PSC conducts interviews under this system for Paramedic Training Selection for the following posts:

- (i) Nurses;
- (ii) Physiotherapists;
- (iii) Dental Nurses;
- (iv) Medical Laboratory Technicians;
- (v) Radiographers;
- (vi) Community Nurses;
- (vii) Dental Surgery Assistants; and
- (viii) Dental Technologists.

09

Appointment of Contract Administrative and Diplomatic Officers on a Permanent Basis

Contract Administrative and Diplomatic Officers (ADO) who have passed the required examinations have been approved for permanent appointments and posted to the various Ministries and Departments.



10

Appointment of Grade U29 Nurses

A joint meeting between the PSC, Public Services Department and the Ministry of Health was held to coordinate the entry of graduate nurses from private institutions of higher learning into the public service. It was agreed that there would be an intake of 1681 graduate nurses to fill existing vacancies in the Ministry of Health. This exercise was specifically for non-sponsored nursing diploma holders from both public and private institutions of higher learning.



11

Exemption for Masters and PhD Holders

Candidates with basic degrees who do not meet the Cumulative Grade Point Average (CGPA) requirements but possess Masters and PhD qualifications can be considered for appointment provided their degrees are recognized and in the relevant fields besides meeting the requirements of the scheme of service. This initiative allows candidates who may not have excellent academic results at the degree level to pursue post-graduate studies to further improve themselves in order to be considered for appointment into the public service.

12

Delegation of Power for Contract Appointment

All contract appointments and reappointments have been delegated to the respective Ministries/Departments. This is another initiative to expedite the recruitment process.

13

Request for Change of Interview Dates

Candidates are allowed the flexibility to request for change of dates and/or location of the interview, provided it is within the period that has been set aside for that particular position. This initiative allows the candidate to arrange an interview date or location convenient to him/her and is particularly useful for working candidates who may otherwise face difficulty in attending the interview on the scheduled date or at the designated location.

14

Exemption from Interviews for Candidates Approved Transfer of Appointment

Candidates from other services who have been approved for transfer of their appointments to the federal public service and state public services under the jurisdiction of the PSC are no longer required to be interviewed. Apart from saving time and cost, this initiative reduces bureaucracy and is candidate friendly.

15

Exemption from Interviews for Post-Training Nurses

Nurses under the category of Upgrading by Appointment (PSL) who have completed their required training and are recommended by the Ministry of Health (MOH) can be directly appointed to the post without having to undergo any interview. This is based on the premise that nurses who have successfully undergone MOH training are expected to have attained a high level of competency. This initiative also serves to expedite the appointment process for this category of nurses.



16

Special Interview for Best Talents

Candidates with First Class Honours degrees and candidates with exceptional talent in sports who have made significant contributions to the country are headhunted for this special interview. This is a form of recognition given to individuals who are considered an asset to the nation.

17

Abolishment of One-Step Lower Policy

Under this initiative, candidates with higher qualifications can apply for posts which require a much lower qualification as in the case of a degree holder applying for a Grade 17 post. However, the applicant must meet the qualification requirements of the lower grade post as specified in the scheme of service. This initiative is most helpful to candidates who do not possess excellent academic results at the degree level and may not be able to meet the shortlisting criteria set by the PSC for intake into degree level posts. In these instances, they can apply for lower grade posts in which they have a better chance of meeting the shortlisting criteria.

18

Extension of Registration

Previously, the online registration of applicants through SPA8i was only valid for one year and candidates were required to renew their registration before expiry. With effect from 1 June 2012, the validity period of the registration has been extended to five years. This is because in the past, many applicants tend to forget to renew their registration and are thus not considered for any on-going recruitment exercise as their registration had lapsed.



19

Extension of Validity Period of Examination Results

Previously, entrance examination results were valid only for a year or on a one-off basis. Under this transformation initiative, the validity of examination results is extended to a period of five (5) years. This is intended to address complaints by candidates who have had to sit for the same examinations repeatedly. Having passed the examination within the last five (5) years, they can now be called for interviews for the same post if new vacancies are available within the five (5) year period. Eventually, this would lead to a situation where only fresh graduates will need to sit for the examinations whereas candidates who have passed the examination are not required to re-sit.



20

Application for more than five (5) posts

Online application has been further improved to allow candidates to apply for any number of posts commensurate with their academic qualifications. The list of posts in SPA8i (online application form) has been expanded to enable candidates to select the relevant posts they wish to apply for.

21

Validity Period for Reserve Candidates

Previously, the validity period for reserve candidates was for a period of only one year. However, under the transformation programme implemented by the PSC, the reserve candidate retains his status until such time as he is appointed into the public service. This amendment to the validity period of reserve candidates has given them a better opportunity of being appointed when vacancies arise. This initiative will ultimately reduce costs since further interviews are not necessary and will also expedite the filling of selected posts which have a ready supply of reserve candidates.

22

Officers on Probation can apply for Other Posts

The PSC has also decided to allow serving officers under probation to apply for another post. This is to enable them to pursue other career prospects in the public service in particular for posts more suited to their interest, skills and competencies.

23

Removal of Penalty on Candidates Who Reject Offers of Appointment

In previous years, successful candidates who rejected offers of appointment were blacklisted from being considered for the same post for a period of three (3) years and for one (1) year for other posts. However, the PSC has since dropped this policy and has allowed greater freedom of choice for the candidates without imposing any penalty.

24

Special Consideration for Final Year Students

Prior to June 2012, only Final Year Students from the field of medicine, Dentistry and Pharmacy were invited to attend interviews for appointment into the public service. After June 2012, students who are in their final semester in any field of studies can also be considered for interviews. However, their appointments are subject to them obtaining the requisite final year results.



25

Special Screening for PSD Sponsored Students

Under this initiative, PSD sponsored students are given special screening for selection into the public service. This initiative is intended to identify and attract outstanding candidates with excellent academic achievements to serve in the public service. In line with this objective, the PSC participates in Talent Search Programmes conducted by TalentCorp.

26**Recommendation to Other Posts For Candidates Interviewed for Administrative and Diplomatic Officer (ADO)**

This initiative allows the PSC to evaluate prospective candidates not only for the post for which he is being interviewed but also for other relevant posts. In this instance, candidates interviewed for the post of ADO may be considered for other posts if the Interview Panel finds that the candidate's personal attributes, temperament and level of competency is more suited to other posts. However, the appointment to the other post is subject to the availability of vacancies and the consent of the candidate. The Chairman of the Interview Panel needs to have information related to vacancies available at the various Ministries and Departments before making his recommendation.

27**Name of Chairman of Interview Panel Stated in Interview Invitation Letter**

In order to promote transparency in its recruitment process, the PSC has decided to state the name of the Chairman of the Interview Panel in the interview invitation letter to the candidate. As such, the candidate is well aware of the identity of the Interview Panel Chairman and is expected to be better prepared in facing the panel.

28**Appointment of Special Functions Officers in the PSC**

Special Functions Officers have been appointed on a contract basis to assist the PSC in its operational functions, particularly in areas where there is a severe shortage of manpower. This includes conducting interviews and leading courtesy visits to the Ministries/Departments to resolve outstanding issues related to the PSC's core functions of recruitment, service and disciplinary matters. These Special Functions Officers are appointed based on their vast experience, expertise and skills.

29

Recommendation for Appointment to Another Post

Under this initiative, the Chairman of the Interview Panel may propose that the candidate be recommended for another post which is more suited to the candidate other than the post that he was being interviewed for. Some candidates who attended interviews for a certain post have displayed their interest and competency in some other field and are found to be more suitable for appointment to other posts.

30

Matters Related to Temporary Transfers and Transfer of Appointments Decided by the Commission

Proposals for temporary transfers and transfer of appointments are now brought to the Commission meeting for decisions instead of being decided by a Committee chaired by the Head of Secretariat. This initiative is intended to ensure that every decision of this nature is managed effectively and efficiently.

31

Guidelines for Disciplinary Punishments

The PSC has observed that disciplinary punishments decided by the Disciplinary Boards in the respective Ministries and Departments differ even though the disciplinary offences committed are similar. In view of this, PSC proposes that new guidelines be introduced as a general reference for disciplinary cases which are heard by the Ministries and Departments. These guidelines are however not meant to dictate punishments decided by the Disciplinary Boards in the Ministries/ Departments but only to serve as a guide.



32

PSC One-Stop Centre

Prior to the establishment of the One-Stop Centre, all calls were firstly serviced by the Customer Service Officers and then redirected to the various Divisions if they require more specific responses. However, this was found to be ineffective as calls redirected to the Divisions were not attended to promptly. To overcome this problem, the One-Stop Centre was set up as a dedicated call centre staffed by Customer Service Officers and officers on rotation from various Divisions in the PSC (with the most frequent telephone inquiries). By placing all of them together at this centre, calls are better managed and monitored, thereby providing more efficient customer service to PSC clientele.



33

Changes in the Agenda of Commission Meetings

The Commission Meeting agenda has been rearranged according to the functions and responsibilities of the Commission as stated in Article 144(1) of the Federal Constitution which is to appoint, confirm, emplace on a permanent or pensionable establishment, promote, transfer and exercise disciplinary control over members of the service to which its jurisdiction extends. As a consequence, Commission Meetings start with decision papers on recruitment, confirmation in service, conferment of pensionable status, disciplinary action, appeal for promotion and appeal on disciplinary decisions.

34

Weekly Delivery of Commission Package by Duty Officer

The Commission Package is delivered to the Members of the Commission by PSC officers in Grade 27 to 48 in compliance with security procedures for the management of classified documents. This initiative serves to promote awareness of security procedures and regulations to safeguard and protect government documents.

35

Improvement in the Management and Classification of Documents

Improvement in work processes related to classified documents have been implemented, among which is the setting up of a register for classified documents, and compliance with the Standard Operating Procedures (SOP) in handling classified documents, including digital copies of the documents.

36

Transforming Minute-Writing of Commission Meetings

Issues raised by the PSC Chairman in his opening address during Commission Meetings are properly minuted requiring feedback and follow-up action and then presented at the following Commission Meeting for effective monitoring and reference.

37

Improvement in PSC Strategic Plan

Each PSC transformation initiative has been realigned to be in tandem with the PSC Strategic Plan to ensure that the primary objective of providing efficient service to the public is achieved.

38

Daily 'Meet and Greet' Sessions by the PSC Top Management

A daily walk-about roster for top management officers is prepared to ensure constant interaction and engagement with the PSC staff at all levels to obtain useful and meaningful feedback for more effective monitoring of the PSC operations.



39

Establishment of 38 Special Committees for the Improvement of PSC Services

38 Special Committees and its respective secretariats have been established to oversee the PSC transformation initiatives as follows:-

- 1) Special Committee on Integrity;
- 2) Special Committee on Security and Protection;
- 3) Special Committee on Key Performance Indicators (KPI);
- 4) Special Committee on Media Strategy;
- 5) Special Committee on ICT;
- 6) Special Committee on Transformation;
- 7) Special Committee on Collaboration with NGOs;
- 8) Special Committee on Star Rating;
- 9) Special Committee on Interaction with Ministry/Department;
- 10) Special Committee on the PSC Portal;
- 11) Special Committee on Public Relations;
- 12) Special Committee on Interviews;
- 13) Special Committee on Coordinating PSC Sports Club;
- 14) Special Committee on Policy Planning;
- 15) Special Committee on Formulation of Examination Questions;
- 16) Special Committee on Statistics and Data Management;
- 17) Special Committee on the PSC Annual Report;

- 18) Special Committee on Complaints and One-Stop Centre;
- 19) Special Committee on Religion and Spirituality;
- 20) Special Committee on Online Registration and Areas of Specialization based on Posts;
- 21) Special Committee on Human Resources;
- 22) Special Committee on Audit and Accounts;
- 23) Special Committee on Promotion and Disciplinary Matters;
- 24) Special Committee on Service Matters;
- 25) Special Committee on Cabinet/Parliament;
- 26) Special Committee on Sabah;
- 27) Special Committee on Sarawak;
- 28) Special Committee on the PSC's 60 Years Diamond Celebration;
- 29) Special Committee on Grade 41 - 48 Officers;
- 30) Special Committee on International Relations;
- 31) Special Committee on Physical, Sensory and Fitness Test;
- 32) Special Committee on English Proficiency;
- 33) Special Committee on Store Management;
- 34) Special Committee on Record Management (File Management and Correspondence);
- 35) Special Committee on Training Coordination;
- 36) Special Committee on Organizational Management;
- 37) Special Committee on the PSC Football Team; and
- 38) Special Committee on the PSC Rulings.

40

Interview Schedule Monitoring System

The interview schedules are required to be presented and discussed at the meeting of the Special Committee on Interviews for the purpose of better monitoring and review. This is necessary to ensure a good and fair spread of the interview panels at various locations nationwide for the convenience of the candidates.

41

Appointment to the Post of Auditor Grade W41

The PSC has improved its recruitment criteria for the appointment of Auditors by accepting candidates with ACCA affiliate qualification as being equivalent to serving officers who passed the special examination conducted by the Head of Service. Discussions were held with the National Audit Department for the improvement of the intended exercise.

42

The PSC Implements Star Rating Audit

The PSC has decided to request for Star Rating assessment by Malaysian Administrative Modernisation and Management Planning Unit (MAMPU) to improve overall operations in its organization. This Star Rating audit is conducted to assess and measure the performance of the PSC to ensure that its service delivery is at an excellent level with the best level of governance.



43

Systematic Work Culture of the PSC

The PSC's functions and responsibilities need to be carried out systematically in accordance with the rules and regulations currently in force. The work processes are detailed out in the Desk File and Work Procedure Manual with set standards as elaborated in MS ISO 9001:2008 documents. A systematic and standards compliant work process will be able to provide proper guidelines to the PSC officer. It also serves to avoid any overlapping or duplicating job scope among the officers.

All proposal papers have to be submitted to the Meeting Secretariat latest by 11am on Friday to allow for the necessary processing in order to be ready for the Commission's meeting the following Monday. Prior approval from the PSC Chairman is required for late submissions.

44

Update of PSC Rulings

The PSC rulings are constantly being updated via the e-Ruling system to ensure that the rulings are most current and to facilitate references being made to it. The e-Ruling system is used as the primary reference to assist the PSC in its decision-making. The rulings are updated by categories, namely Topic, Year, Review and Index.

45

Improvement in the Procedures for Physical and Sensory Tests

Candidates are required to complete the whole cycle of the physical and sensory tests and results will be released at the end of the tests. Only candidates who have passed the tests will proceed to the interview stage.



46

Withdrawal of Delegation of Powers For Matters Under P.U. (B) 496/1997

The PSC has issued a circular letter dated 14 March 2014 to all Secretaries-General, Director-Generals of Federal Departments and State Secretaries under the PSC's jurisdiction on the withdrawal of delegation of powers to appoint, confirm in service and conferment of pensionable status for staff in the Support Group II (Grades 1-16) under Instrument of Delegation of Powers 1997 [P.U.(B)] 496/1997. This withdrawal takes effect from 1 April 2014

47

Appointment of Special Functions Officers After Expiry of Contract

The PSC has appointed Special Functions Officers whose contracts have expired, as Daily Rated Workers to assist specifically in conducting interviews. Their appointments are intended to address the shortage of interviewers and to ensure that there are no delays in the recruitment exercise.

48

Meeting with Ministries/Departments Prior to Preparation of Preliminary Board's Report

This meeting is held with the relevant Ministries/Departments to discuss and determine the appropriate fields of studies or specialisation in which the candidate needs to qualify, in order to be shortlisted for the particular post. The actual number of vacancies is also finalised at this meeting to ensure the right selection of candidates.

49

Scheduled Meetings with Public Service Department (PSD) on Service Matters

This meeting with the PSD is held on a regular basis to discuss and deliberate on common issues related to service matters involving both the agencies. It is also an important avenue to enhance cooperation in resolving outstanding issues related to recruitment and service matters.



50

Recruitment of Outstanding Scholars/Best Talents

The PSC is reviewing the recruitment process for outstanding scholars and best talents into the public service. These scholars will be identified based on their academic achievements and participation in co-curriculum activities. A Special Committee will be established to undertake this task. The recruitment of outstanding scholars and best talents will ensure that the public service is continuously staffed by public officers of the highest standing.

51

Phone Interviews

Phone interviews are more efficient and cost effective, particularly in instances where the candidates stay some distance away from the interview centre. This kind of interview is only conducted under certain circumstances with the approval of the Commission.



THRUST 2:
Reaching Out
To Customers

52

Interaction with Ministries, Departments, State Administration and Non-Governmental Organisations

Cognisant of the fact that as a public agency, it should be people-oriented, the PSC has embarked on a series of sessions dedicated to interacting - between the PSC Chairman and Ministries, Departments, State Administrations and Non-Governmental Organisations (NGOs). These sessions are aimed at obtaining direct feedback from PSC's clientele on the recruitment, service and disciplinary functions undertaken by PSC. The feedback is then carefully scrutinized and evaluated to add value to PSC's delivery system. The interaction sessions enable the PSC to go to the ground on a regular basis in selected locations. More importantly, these sessions allow PSC to obtain constant feedback to make the necessary changes to remain relevant in a dynamic and changing environment.



53

Interaction with Contract Officers

Interaction sessions are conducted with officers appointed on a contract basis from the National Unity and Integration Department, Community Development Department and the Ministry of Communication and Multimedia. The main objective of these sessions is to collect feedback on the expectations of the Contract Officers. The PSC has extended assistance to these officers to prepare proposal papers for the creation of permanent posts to absorb Contract Officers. In addition, a study on measures to improve their welfare will be conducted to prevent them from feeling marginalised.



54

Engagement with the Chinese and Indian Media

This engagement between the PSC and the Chinese and Indian Media has a dual purpose. Firstly it is to allow for more media coverage of a career in the public service and at the same time, encourage more Chinese and Indian candidates to register with the PSC to fill job vacancies in the public service. Secondly, it is to establish and promote better networking with both media to dispel any negative perceptions that may exist.



55

Engagement Sessions with Government Agencies

Engagement sessions serve as a forum for government agencies to address issues pertaining to the PSC's roles and functions. These sessions are particularly effective as there is direct engagement between the PSC and the agencies and is conducive for the free flow of ideas.



56

Career Talks in School

Career Talks are actively promoted in schools to disseminate information to students on the functions of PSC and job opportunities in the public service. The main objective of the Career Talks is to create awareness among potential job seekers of the wide ranging jobs available in the public service after they have completed their education at secondary, diploma or tertiary level.



57

Briefings on PSC Recruitment Exercise

The PSC works very closely with Non-Governmental Organisations (NGOs) to provide briefings to candidates on the recruitment procedures implemented by the PSC. These briefings include useful tips and guidelines on how to prepare for public service entrance examinations and interview sessions. Candidates who attended these briefings have benefitted greatly and are better prepared to face the interview panel.

58

Career Talks to Promote Better Representation of Different Ethnic Groups

In order to encourage greater representation of the various ethnic groups, particularly ethnic minorities, in the public service, Career Talks are conducted nationwide including in Sabah and Sarawak. Such engagement with the different ethnic groups/minorities also include career counselling and online registration services. These talks are generally well attended and serve to bridge the gap between the PSC and the various ethnic groups.



59

Career Carnivals

The main objective of the career carnivals is to promote the PSC as the foremost Appointing Authority in the public service. The career carnivals are also aimed at encouraging members of the public to consider a career in the public service. Other Ministries and Departments are also invited to have their own booths at the career carnival to enable job seekers to gain better insight into the different careers available in the public service.



60

Special Events to Present Letters of Appointment

This special event is one of the approaches undertaken to create goodwill and raise the profile of PSC among the successful candidates. It also provides the opportunity for PSC to interact directly with the new appointees to get useful feedback on the candidates' experience with the recruitment process apart from their suggestions on further improvements. This approach has expedited the issuance of Letters of Appointment and allows the appointees to gain fresh insight into their new careers by way of interaction with the PSC officers during the function.



61

Assistance to Next-Of-Kin of Soldiers Killed in Lahad Datu

The PSC has taken the initiative to assist the next-of-kin or family members of soldiers who were killed in Lahad Datu, Sabah during the incursion by foreign terrorists. The assistance is in the form of job opportunities in the public service for family members who have the necessary qualifications. In addition, any request for transfer of service or transfer of appointment will be given special consideration.

62

Engagement Sessions with New Officers in the Transformation of the Mind Programme (Induction courses)

The PSC has taken measures to arrange a series of engagements with newly appointed officers during the induction courses. This is to ensure that the appointed candidates fully understand the aspirations of the Government and have the following qualities:-

- (i) Be fast, accurate and have integrity;
- (ii) Be productive, creative and innovative; and
- (iii) Be loyal, open and facilitative.

63

Courtesy Visits by Commission Members and Special Functions Officers to Ministries/Departments

To strengthen cooperation and facilitate the implementation of the PSC's duties and responsibilities, the Commission Members and Special Functions Officers are required to make courtesy visits to their assigned Ministries and Departments. These visits are intended to forge better relations with the Ministries and Departments, to obtain first-hand information on current issues and resolve outstanding issues. Commission Members and Special Functions Officers are also expected to act as resource persons and as a point of reference between the PSC and the Ministries and Departments.

64

PSC Outreach Programme for National Service Trainees

In order to promote and disseminate information on the posts offered by the PSC, outreach programmes targeted at National Service trainees have been arranged at different camps nationwide. The main objective for this programme is to provide early exposure and awareness towards the civil service, as well as to nurture interest among the trainees to serve in the public service.

65

Seminar on Tips and Guidelines on Entering the Public Service

The PSC has organized free seminars on tips and guidelines on entering the public service to job seekers who are interested in pursuing a career in the public service. This seminar provides useful insight and information to job seekers regarding the examination format, interview tips and shortlisting criteria for entry into the public service.



66

PSC Staff Participation in Voluntary Organisations (RELA & JPAM)

Participation from PSC staff in government organisations such as The People's Volunteer Corps (RELA) and Civil Defence Department is intended to promote volunteerism and instil discipline among the youths. The PSC staff are expected to participate actively in voluntary programmes such as extending assistance to the public during natural disasters like fire, flood and accidents. This initiative allows the PSC staff to participate in productive and meaningful activities during their spare time apart from fostering team spirit.

67

Collaboration with State PSCs on Conducting Preparatory Courses for Applicants

The PSC has started preparatory courses for interested applicants on tips and guidelines for entry into the public service since 4 January 2014. Guided by the National Blue Ocean Strategy, the cooperation of the State PSCs has been enlisted to jointly organise these courses by incorporating job applications at both the federal and state levels. This approach has improved the recruitment process by providing clear guidelines to the applicants.

68

Recruitment of e-Kasih Candidates

Candidates under the e-Kasih programme who meet the set criteria for the particular post will be given priority in PSC's recruitment exercise. This programme is one of the measures undertaken by PSC to assist eKasih candidates in raising their standard of living.



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I introduced the concept of Merakyatkan Perkhidmatan Awam or “Humanising the Public Service”. This concept encapsulates our role as public officials who not only provide services to the people, but also receive services from our colleagues in the civil service.”

Tan Sri Dr. Ali Bin Hamsa

The background is a vibrant orange and red gradient with abstract, curved, overlapping lines that create a sense of depth and movement. In the lower half, there are faint, semi-transparent silhouettes of three people in business attire, suggesting a professional or collaborative environment. The overall aesthetic is modern and technological.

THRUST 3:
Optimizing
ICT

69

Background Checks on Candidates before Appointment

The PSC has taken proactive measures by conducting background screening of candidates before appointment using the Individual Information Screening System (IISS) instead of conducting the screening after appointment. Background screening includes status of citizenship, bankruptcy and criminal records. For this purpose, the PSC has collaborated with the National Registration Department, Department of Insolvency and the Chief Government Security Office. Recently the Malaysian Anti-Corruption Commission has also come on board to enable integrity checks on candidates.



70

Online Offer Letters

Successful candidates can access the Letters of Offer online at the PSC Portal and print the letter at their convenience. This initiative is in line with efforts to enhance the PSC delivery system by optimizing the use of ICT. At the same time, this initiative has also reduced complaints from successful candidates who have not received their Letters of Offer due to changes in their addresses or other reasons.

71

Promoting the PSC through Online Applications and Services

As a means to promote the PSC to the younger generation, online applications and services have been made available on the PSC Portal as the main medium of interaction to provide accurate information on the public service, in particular job vacancies, job descriptions of positions in the public service and benefits offered in the public service. Being

technology savvy, the younger generation accesses information through the social media and expect online information to be available 24/7 and to be regularly updated. In this regard, candidates can access online information regarding their application status including examination and interview results.



72

Online Examinations

The PSC will start online examinations in May 2014 as part of its continuous effort to constantly upgrade its service delivery. The examination will focus mainly on the objective questions component and psychometric evaluation where the candidate will be able to sit for the examination at any location with the required infrastructure. This initiative is intended to optimize the use of ICT to facilitate evaluation of candidates.



73

Integrity Screening by MACC

The Individual Information Screening System (IIRS) has been further improved with the inclusion of the Malaysian Anti-Corruption Commission (MACC) as an additional screening partner. This initiative enables the PSC to conduct an integrity check on the successful candidate before the offer letter is issued. In essence, this allows the PSC to only appoint candidates of the highest integrity. This is in addition to the other screening processes conducted, namely citizenship status, criminal records and bankruptcy status.

74

Implementation of e-Confirmation System on Service Matters

The PSC has developed the eConfirmation system using its in-house expertise to enable online processing of service related operations which were previously done manually. This system consists of four (4) modules comprising confirmation of appointment, confirmation of service, extension of probationary period and conferment of pensionable status. The system started on a pilot basis with four (4) agencies, namely the Ministry of Defence, Royal Customs Department, Immigration Department and Prisons Department. The pilot project was concluded successfully and subsequently eConfirmation was extended to all Ministries and selected Departments from April 2014.





THRUST 4:
Developing
Strategic
Partnerships

75

Collaboration with the Public Service Department (PSD) and TalentCorp

The collaboration established between the PSC, PSD and TalentCorp serves to identify best talents particularly overseas graduates who have the potential to be groomed as future leaders to fill strategic positions in the public service. The PSC participates in the search for talent conducted by both the PSD and TalentCorp according to its needs and requirements. This strong collaboration has resulted in many overseas government scholars and sponsored students returning to pursue a career in the civil service or with companies in the private sector which are partners in the Scholar Talent Attraction and Retention (STAR) programme spearheaded by TalentCorp. The PSC also collaborates with the PSD and TalentCorp in identifying candidates who are keen to serve in the public service for the Talent Acceleration in Public Service Programme (TAPS).



76

Collaboration with Non-Governmental Organisations (NGOs), Associations and Societies

The collaboration between the PSC and NGOs serves to promote networking and assists in disseminating information on the PSC's roles and functions. This is particularly useful in conveying right and accurate information about the PSC to the targeted groups. It also serves to raise the profile and image of the PSC apart from further enhancing the quality of its service delivery.



77

Outreach Seminar for School Counsellors

The objective of these seminars is to provide clear and accurate information to the teaching staff in charge of counselling in schools on job opportunities in the public service and the role of the PSC in recruiting public servants. The seminars are conducted at various locations nationwide to reach the targeted group. School Counsellors form an important link between the students and the PSC as they are the students' primary advisers at school.

78

Cooperation between the PSC and Other Commissions

The PSC has established a strong network of cooperation with other Service Commissions where a meeting is held every two months to discuss common issues related to appointment, service and disciplinary matters. Other issues of concern include the need to make changes due to the changing needs and demands from stakeholders and clients. These regular meetings involve the Chairman and Secretaries of the Education Service Commission, Public Service Commission of each state, the Police Force Commission and the Armed Forces Council.



79

Smart Partnership Between PSC and Bank Rakyat

The PSC and Bank Rakyat have embarked on a Corporate Social Responsibility (CSR) initiative involving both the agencies. Among the suggested programmes are:

- (i) Joint Career Carnival with the sharing of costs;
- (ii) Organizing courses on a joint basis involving the staff of the PSC and Bank Rakyat; and
- (iii) Placing a Bank Rakyat ATM machine at Complex C, Putrajaya.



80

Establishment of 1M4U and the PSC Rakan Muda Club

The establishment of 1M4U and the PSC Rakan Muda Club is intended to disseminate information regarding the PSC to club members. This initiative is to develop information sharing apart from using social media such as the PSC Portal, Facebook, Twitter and the PSC Blog. Several programmes have been organized to foster friendship among the club members and the PSC staff.



81

Extension of Individual Information Screening System (IISS) to Local Authorities, Statutory Bodies and Government Linked Companies (GLCs)

IISS is the result of a collaborative effort among the PSC, Ministries/ Departments and private sector companies using the Blue Ocean Strategy without incurring any system development costs. A total of 32 government agencies (including the PSC) are involved in the IIRS collaboration, among which are the National Registration Department (NRD), Malaysian Department of Insolvency (Mdi), the Chief Government Security Office (CGSO), the Malaysian Examinations Board (LPM), the Malaysian Examinations Council (MEC) and Malaysian Anti-Corruption Commission (MACC). The PSC had also briefed the Local Authorities, Statutory Bodies and GLCs, on the proposal to roll-out IIRS to their respective agencies and the response has been overwhelming.

82

Collaboration with the Road Transport Department (RTD)

Under this initiative, PSC collaborates with the RTD to conduct checks on traffic summonses issued to candidates who have applied for the post of Driver. This collaboration is implemented through the improved Individual Information Screening System (IISS) to enable online checking and leverages on inter-departmental cooperation and networking between these two agencies

83

Collaboration with State Public Service Commissions on Interviews

The PSC proposes to collaborate with State Public Service Commissions to conduct interviews for specific posts at the federal and state level. Further discussions will be held on this matter to fine-tune this proposal. This collaboration is an extension of the smart partnership between the PSC and the states.



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We are entrusted to ensure the highest degree of responsibility, professionalism, usefulness, efficiency and ethics is practiced and delivered within the civil service.

”

Tan Sri Dr. Ali Bin Hamsa



THRUST 5:
Strengthening
Organization

84

Meeting and Dialogue Sessions between the PSC Chairman and Secretariat Staff

In an effort to transform the PSC, the Chairman meets PSC officers from all levels at the regular monthly assembly. At this assembly, the Chairman takes the opportunity to inform, update and clarify all the new initiatives and policies implemented by the PSC. This is to enable the PSC staff to better understand the ideas and views propagated by the Chairman and ultimately to get their total commitment towards implementation of the new ideas/views. This initiative is expected to result in overall efficiency in PSC operations which in turn would greatly enhance the PSC's image.



85

PSC Sabah/Sarawak Secretariat's Attendance in Commission Meeting

The Under Secretaries of both the PSC Sabah Branch Office and the Sarawak Branch Office or their representatives are invited to attend the Commission Meeting every Monday. This is to enable them to gain better insight into and understanding of the PSC policies and strategies. The information can then be delivered effectively to all their staff at the respective branches.

86

'Adoption' of Interview Centre by PSC Under Secretary

Under this programme, every Under Secretary gets to 'adopt' an Interview Centre to be placed under his responsibility. He is expected to ensure full utilization of the interview centre by conducting the following activities:-

- (i) Monitoring;
- (ii) Courses on preparation for examinations and interview;
- (iii) Examination Centre;
- (iv) Physical and sensory test centre; and
- (v) PSC meetings.

87

Knowledge Sharing Sessions in Commission Meetings

With the view of continuous improvement in the PSC, knowledge sharing sessions are incorporated as one of the agendas at Commission meetings. These sessions enable the Commission Members and the PSC Secretariat to upgrade their knowledge and skills while keeping abreast of the latest information and developments.

88

Weekly Discussion with Commission Members

To obtain input and the latest feedback on ways to improve policies and operational efficiency of the PSC, the Chairman of the Commission has scheduled discussions with the Commission Members every Monday prior to the Commission Meetings.

89

Weekly Discussions on Formulation of Examination Questions

Commission Members and senior officers of the PSC are actively engaged during weekly discussions on the formulation and evaluation of examination questions to produce high quality questions for the Questions Bank.



90

Prayer Recital at Commission Meeting

The Commission Meeting begins with a formal prayer recital to obtain blessings and be given guidance in making fair and sound decisions. This prayer is delivered by an officer before the Commission Meeting which is held every Monday morning.

CONCLUSION

The publication of this booklet with 90 initiatives is a 1Malaysia Product on the transformation of the Public Services Commission (PSC) in support of the philosophy of the National Transformation Plan based on the concept of 1Malaysia: People First, Performance Now.

The transformation initiatives undertaken by the PSC underscores its commitment to place the interest of the people above all else in the pursuit of a people-oriented PSC. Through these transformation initiatives, it is hoped that the PSC will achieve the high impact value and outcomes as desired. By endorsing and supporting this philosophy, the PSC will continuously endeavour to enhance the quality of its service delivery which is geared towards humanising the public service to endear it to the general public. The PSC shall constantly upgrade and enhance its services to achieve world class status.

The PSC strongly believes that the transformation initiatives is the basis upon which the community and the general public will have greater confidence in the PSC as an institution empowered to appoint public officers. A greater challenge lies ahead in ensuring that the candidates appointed into the public service are of the highest calibre and capable of steering the nation to achieve developed nation status by 2020 and beyond. Hence the implementations of the transformation initiatives are measures undertaken by the PSC to administer and manage activities and programmes necessary for the human capital needs of the nation.

The transformation initiatives will not end here with the publication of this booklet. It will be a continuous journey which will be the platform to build a dynamic, productive and high performing public service to assist Malaysia in becoming a highly respected nation.

“

Public services must be aligned to the rakyat's needs and aspirations, focusing on priorities that matter most to the people and making fundamentals changes to delivering big and fast results.

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Tan Sri Dr. Ali Bin Hamsa