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World Bank: Efficiency of Malaysia's civil service has stagnated

NATION

Monday, 1 Jul 2019

By **Sim Leoi Leoi** and **Clarissa Chung**



KUALA LUMPUR: The performance of Malaysia's civil service has been declining since 2014, according to a World Bank report, which also expressed concerns about the sustainability of the country's public sector wage bill.

The report, which came about following the visit of World Bank vice-president for East Asia and Pacific Victoria Kwakwa to Malaysia last December during which she met the Prime Minister, also ranked Malaysia lowly in its indicators for accountability, impartiality as well as the transparency and openness of its public service.

The report – which is included in the World Bank's six-monthly economic monitor on Malaysia – will be formally launched today.

World Bank lead public sector specialist Rajni Bajpai said that while Malaysia was doing better than others in South-East Asia, there was a very "big gap" in the performance of its civil servants with Organisation for Economic Co-operation and Development (OECD) countries.

Malaysia to spend RM45b on development projects



Economic Affairs Minister Datuk Seri Mohamed Azmin Ali said Malaysia is expected to spend RM45 billion on more than 4,000 development projects this year to ensure sustained economic growth. NSTP photo by EIZAIRI SHAMSUDIN

By Ayisy Yusof - July 1, 2019 @ 11:39am

RECOMMENDED

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Firdaus Azil, Astro Awani | 📅 Julai 01, 2019 10:27 MYT



AZMIN: Sebanyak RM45 bilion dijangka akan dibelanjakan ke atas 4,000 projek pembangunan tahun ini.

PUTRAJAYA: Rancangan Malaysia ke-12 (2021-2025) akan menjadi fasa pertama bagi pelaksanaan inisiatif 'Kemakmuran Bersama' Kerajaan seperti yang diumumkan Perdana Menteri Tun Dr Mahathir Mohamad pada Mei lepas.

Menteri Hal Ehwal Ekonomi Datuk Seri Mohamed Azmin Ali berkata, polisi, program dan inisiatif dokumen berkenaan akan berlingkar kepada tiga aspek utama iaitu pemerikasaan ekonomi, kelestarian alam sekitar, dan rekayasa sosial.

“Kita perlu memastikan, faedah daripada pertumbuhan dapat dikongsi dan diedarkan secara adil dan saksama dalam kita berusaha meningkatkan taraf kehidupan semua rakyat Malaysia,” katanya dalam perutusan melalui tayangan video, sempena persidangan Rancangan Malaysia ke-12, di sini hari ini.

“Kita perlu memastikan, faedah daripada pertumbuhan

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Country Director for Brunei Malaysia Philippines and Thailand World Bank Group Dr. Mara Warwick

Azmin: 12th Malaysia Plan to focus on economic empowerment, environmental sustainability, social re-engineering

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Azmin: Upcoming Malaysia Plan to emphasise economic empowerment, environmental sustainability, social revamp

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Malaysia kekal sebagai destinasi pilihan pelaburan syarikat Itali - duta

Tarikh kemaskini: 01/07/2019



Duta Itali ke Malaysia, Cristiano Maggipinto

Oleh Voon Miaw Ping

KUALA LUMPUR, 1 Julai (Bernama) -- Malaysia kekal menjadi destinasi pelaburan ekonomi dan perdagangan di rantau ASEAN bagi syarikat-syarikat Itali kerana kedudukannya yang strategik dan iklim sosiopolitik yang stabil.

Duta Itali ke Malaysia, Cristiano Maggipinto, berkata ini terbukti dalam peningkatan jumlah syarikat Itali yang menjadikan Malaysia sebagai hab mereka sejak lima tahun lepas, dari hanya 50 kepada 108 syarikat sekarang.

"Semakin banyak syarikat Itali yang berminat untuk datang ke rantau ini secara amnya, kerana seperti yang kita tahu ekonomi ASEAN berkembang dengan pesat.

"Dan di ASEAN, kebanyakan syarikat Itali memilih untuk ke Malaysia kerana mereka menganggap Malaysia sebagai gerbang ke negara-negara ASEAN yang lain berdasarkan kedudukan geografinya," katanya kepada Perkhidmatan Berita Antarabangsa Bernama dalam satu temu bual di Wisma Bernama baru-baru ini.

Beliau berkata infrastruktur dan kesalinghubungan yang baik, tenaga kerja berkemahiran tinggi, kos sara hidup rendah serta penggunaan meluas Bahasa Inggeris juga merupakan antara faktor yang menarik syarikat Itali untuk berkembang di Malaysia.

Syarikat-syarikat terkemuka Itali yang beroperasi di Malaysia termasuk peneraju global dalam pengeluaran semikonduktor iaitu STMicroelectronics – yang mana kilangnya di Johor adalah antara yang terbesar dan paling penting di dunia – dan Fassi, pengeluar kren pemuat di Puchong yang mengeksport produknya ke negara lain di rantau ini.

MEDIA	BERNAMA
TARIKH	1.7.2019 (ISNIN)
MUKA SURAT/ CAPAIAN	https://www.facebook.com/BernamaNewsChannel/videos/2288708391221645/?_tn=%2Cd%2CP-R&eid=ARDzK0ptJth-hyEXq7xubijCZMjPG0_pPgDfKSy7mbi1lkoglpYY7uZMyJ4nRHgSWHpbzbfNCP5L1ClS



Kerajaan belanja RM45 bilion tahun depan untuk projek pembangunan

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'Declining performance'

World Bank: Efficiency of Malaysia's civil service has stagnated

By SIM LEOI LEOI
and CLARISSA CHUNG
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KUALA LUMPUR: The performance of Malaysia's civil service has been declining since 2014, according to a World Bank report, which also expressed concerns about the sustainability of the country's public sector wage bill.

The report, which came about following the visit of World Bank vice-president for East Asia and Pacific Victoria Kwakwa to Malaysia last December during which she met the Prime Minister, also ranked Malaysia lowly in its indicators for accountability, impartiality as well as the transparency and openness of its public service.

The report – which is included in the World Bank's six-monthly economic monitor on Malaysia – will be formally launched today.

World Bank lead public sector specialist Rajni Bajpai said that while Malaysia was doing better than others in South-East Asia, there was a very "big gap" in the performance of its civil servants with Organisation for Economic Co-operation and Development (OECD) countries.

She said the report decided to compare Malaysia with the OECD countries as it was hoping to move from a middle-income status country to that of high-income.

"When you compare Malaysia with others in the region, Malaysia has been doing pretty well but we see that the performance has stagnated.

"If you look at the indicator for government effectiveness, Malaysia is still above in the region but in 2018, the performance is below that of between 1991 and 2014.

"If you take the average of that period between 1991 and 2014, it was higher than that in 2018, which means the performance is declining," she said in an interview.

There were also some indicators

in which Malaysia ranked even below the region, said Rajni, adding that this included accountability, impartiality and the openness of its public sector.

"There is a strong perception ... that recruitment of the civil service is not fair and neutral (with) Malaysia scoring very poorly on the indicators for impartiality in the government.

"It's the lowest ranked, even below the region and way below the OECD," she said, adding that the government in its election manifesto had suggested setting up an Equal Opportunities Commission meant to tackle discriminatory practices in both the public and private sector.

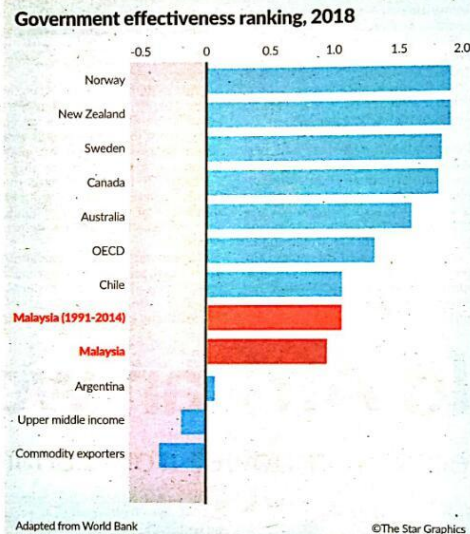
"Malaysia also scores very poorly on the openness indicators. Malaysia is not a very open economy in the sense that data sharing is a very big problem.

"The government does not share of a lot of data, even within its own departments or with the citizens.

"And citizens' feedback and voices are not factored by the government into the design of programmes," she said, adding that the report would suggest the setting up of an institutional and legal framework for open data sharing.

Another indicator that Malaysia performed "not very well", according to Rajni, was in digitisation and technological advances, which the government had not been able to integrate into its system to provide services.

The report, said Rajni, also focused on another critical element in Malaysia's civil service, in that



the recruitment, which was carried out by the Public Services Department, was overcentralised.

Describing Malaysia as one of the "most overcentralised", she pointed out that in many countries, this function had been devolved to other departments and even state governments.

"Overcentralisation does not allow for the people who actually need the public servants to do certain jobs ... because they don't have the right people or the recruitment takes a very long time," she said.

OECD countries, said Rajni, had been using a competency framework for the recruitment of their

civil service, which defined the kind of roles and skills needed in the public sector, rather than taking in people generally for everything.

Among the indicators that Malaysia performed very well were for the ease of doing business – for which Malaysia is ranked 15th – and the inclusion of women in its civil service.

"Women occupied almost 50% of the civil service although there are some issues with women in higher management," said Rajni.

Other indicators that were highlighted in the report included political stability, regulatory quality, rule of law and control of corruption.

SEKIAN, TERIMA KASIH