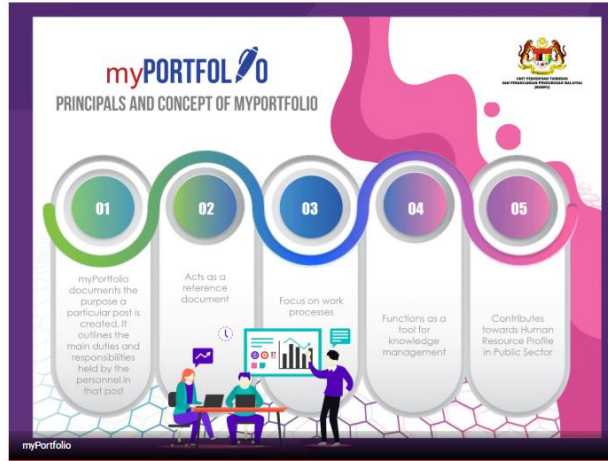


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myPortfolio: Towards good governance in the public sector



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myPortfolio: Towards good governance in the public sector



By **New Straits Times** - May 14, 2019 @ 9:11am

One of the many criticisms hurled at the civil service by the public is red tape. Therefore, the desk file and manual of work procedure were introduced in the civil service.

The aims of these were to indicate the work flow in a transparent manner through flow charts.

These charts assisted civil servants to carry out their duties efficiently.

At the same time, it helped to inform the public of the processes involved in the delivery of the concerned services.

In keeping up with times, the Malaysian Administrative Modernisation and Management Unit (MAMPU) introduced myPortfolio in July 2018.

Essentially, myPortfolio is an enhanced desk file and work manual procedures.



myPortfolio has organised and simplified the desk file and the work procedure manual into 10 components compared to 22 components previously.

Each component clearly delineates the organisational chart, functional chart, work flow and job description.

Job description is a new element introduced in myPortfolio not seen in the desk file and work procedure manual previously.

It outlines the purpose of creating a particular post and the main duties and responsibilities held by the personnel holding the post.

This single document is able to fulfil the needs of several Human Resource Management and Human Resource Development functions including recruitment, selection, appraisal, job evaluation, training aside from restructuring and facilitating ease of planning and management of human capital in the public sector.

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During the launching of Cuepacs Premier Assembly at University Putra Malaysia last March, Prime Minister, Tun Dr Mahathir Mohamad highlighted the importance of flow chart for civil servants to execute their task efficiently.



In line with Dr Mahathir's demand, flow charts have been given prominence in myPortfolio.

The flow chart clearly identifies the personnel responsible for a specific task, the process involved in executing the task and the duration for each task.

This flow chart also promotes better understanding of processes thus allows room for continuous improvement.

Service delivery improvement teams can use this chart to identify, analyze and rectify bottle neck processes then provide insight to simplify this processes to enhance service delivery to the public.

By displaying the flow charts for public view, myPortfolio will pave the way towards a more transparent government.

On top of that, the display of flow chart will prevent incorrect or fraudulent payments as the public will know all the processes and steps involved in the application.

In a nut shell, myPortfolio is one of the approaches undertaken by the government to improve the efficiency, accountability, integrity, governance and transparency of the civil service.

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