

Malaysia To Formulate New Service Delivery Model - Entulu

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KUALA LUMPUR, June 24 (Bernama) -- Malaysia is to formulate a new service delivery model that will enable the government to reform and be more cost-effective and better equipped to meet the demands and expectations of the people up to 2020 and beyond.

Minister in the Prime Minister's Department Datuk Joseph Entulu Belaun said the government planned to adopt recognised service delivery standards which would be monitored by accredited officers of the respective government agencies via a self-evaluation process.

In a statement issued at the United Nations Public Service Day 2016 in New York, he said: "The government of Malaysia will move beyond the primary role of a service provider by enhancing its role as a service facilitator.

"The aspiration is to enhance public service in Malaysia that focuses on citizens with skilled talents, less bureaucratic and hierarchical, less centralised and with services that are even more accessible, efficient and effective for the people."

Representing Malaysia at the UN gathering, Entulu shared the country's achievements under the Millennium Development Goals (MDGs) with regard to public management and public service delivery, which in Malaysia's view, must be a citizen-centric service delivery.

Malaysia, he said, was also committed to supporting and implementing the 2030 Agenda for Sustainable Development Goals (SDGs).

Towards achieving SDGs by 2030, he noted that governments globally were encountering greater fiscal constraints, economic uncertainties, declining effectiveness of standard practices and procedures, as well as difficulty in attracting and retaining top talents.

"Increased affluence and exposure to global services have led to more

sophisticated demand and rapidly rising expectations from the people, further escalating challenges in public service delivery," he said.

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