

## Civil service must adapt to challenges, says Mohd Zuki

MOST

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Chief Secretary to the Government Tan Sri Mohd Zuki Ali says as the backbone of the government machinery and delivery system, civil servants should embrace the "Malaysian Family" spirit. - NSTP file pic

**KUALA LUMPUR:** The civil service must adapt to current challenges confronting the country including the unprecedented change of governments since the last general election, Chief Secretary to the Government Tan Sri Mohd Zuki Ali said.

He said as the backbone of the government machinery and delivery system, civil servants should embrace the "Malaysian Family" spirit, introduced by Prime Minister Datuk Seri Ismail Sabri Yaakob, to provide first-class service to the people.

"In the 1970s, the country was under Emergency following the May 13 racial riots and the New Economic Policy (DEB) was formulated to restructure economy and redistribute wealth for the people.

"However, the situation that we face today is very different and unprecedented.

"No one expected that we would have three prime ministers appointed within four years after the 14th General Election in 2018. No one predicted the Covid-19 pandemic would change the way we function.

"However, our civil service has been able to persevere through these challenges," Zuki said during his opening remarks during the "Role of the Public Service in the Country's Development" webinar today.

He said it was imperative for civil servants to ensure the government's delivery system remained intact and the smooth implementation of public policies throughout the work-from-home arrangement.

The webinar, jointly organised by the Association of Administrative and Diplomatic Services (PPTD), Institute of Public Administration (Intan) and Universiti Malaya's Business and Economic Faculty, also discussed the biography of former Chief Secretary Tan Sri Abdul Kadir Shamsuddin.

Besides Zuki, Institut Teknologi MARA's (now UiTM) first director Tun Arshad Ayub also recollected his experience in the civil service and shared his thoughts on the role of civil servants in nation-building.

"The crux (of civil servants) is to serve and we must serve as a team," the 93 year-old said.

He also advised top officials and secretaries-general of all ministries to make regular site visits to grasp the reality on the ground regarding policy implementation.

"If at all there is a master-servant relationship in civil service, the public is the master and the civil servants serve them," he added.

The country's Administrative and Diplomatic Service (PTD) turns 100 years old this year. The service, originally known as the Malayan Civil Service (MCS), was gazetted in December 1920 and came into being on Jan 1, 1921.