

GENERAL

Digitalisation will not reduce size of public service



16/11/2021 07:27 PM

BANGI, Nov 16 -- The digitalisation of the public service does not mean that the size of the public service will be reduced because work behind the scene of online services, still requires the physical presence of civil servants, said Public Service Department (PSD) director-general, Tan Sri Mohd Khairul Adib Abd Rahman.

He said although a part of the public services is implemented online, in reality, it still required civil servants to do system management, policy and public feedback.

"Not all can we rely on artificial intelligence (AI) or robotics. Some services cannot be delivered online such as safety, health and education services that are held in a hybrid manner," he told the media after a town hall session with public universities staff and JPA-sponsored students at Universiti Kebangsaan Malaysia (UKM) here today.

According to Mohd Khairul Adib, under the civil service-to-population ratio of 1:20, the civil service can still be expanded to 1.71 million civil servants, compared to 1.6 million at present.

He said the public service was still running smoothly and continued to deliver during the COVID-19 pandemic due to the availability of information technology (IT) and technology.

He added PSD and Malaysian Administrative Modernisation and Management Planning Unit (MAMPU) continued to move in efforts to digitise the civil service.

" PSD also trains its officers to be Information Technology (IT) literate through Digital Government Competency and Capability Readiness programme," he said.

-- BERNAMA