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KUCHING: Heads of government departments and agencies, as well as senior managers from the private sector, are urged to hold discussions regularly with their subordinates to ensure that the duties delegated to them have been carried out well.

"It is important to practise the concept of a first class working culture to ensure the successful implementation of all projects entrusted to them.

"We must defend the trust that are given," said Chief Minister Pehin Sri Haji Abdul Taib Mahmud in his keynote address at the official opening of an excellent management seminar organised by Universiti Utara Malaysia (UUM) at Hilton Hotel here on Tuesday night.

His text of speech was delivered by Datuk Hajah Fatimah Abdullah, the Minister of Welfare, Women and Family Development who represented him at the function.

"To further improve the quality of work and operation of their organisation, we must analyse the status quo to see whether there is need to make changes, especially from the aspect of standard oper-

ating procedures."

"There is need to have a mindset whereby the old ways of doing things should be replaced with new ones. Re-evaluate the needs and make them as reference materials in future."

"An excellent working culture can be implemented with the following seven principles: speed and positive attitude, empathy, relevancy, competitiveness, trust, fair and integrity, having additional values and uniqueness, learned and knowledgeable."

"We must always be sensitive towards the wish of our clients, striving to provide fast and the best services as well as improving oneself in order to more competitive."

Taib said the 7s concept, namely strategy, structure, system, staff, skill, style and shared value based on the Mc Kinsey Formula could be used as the basis for change to achieve organisation success.

To achieve organisational success, he said, each individual must play his respective role and for a leader, he must be able to guide his staff to be always in the spirit of

wanting to learn new things.

To become a dynamic and competitive individual, one must be able to create an environment that is capable of transforming oneself in all aspects, especially in the context of personality, leadership, relationship, communication and so on.

"Individuals who are committed to transform themselves and their organisation will contribute to the transformation success of their organisation."

"A person with high self-motivation could influence another to make the necessary changes and eventually bring success to an organisation," said Taib.

Professor Datuk Dr Mohamed Mustafa Ishak, the Vice-Chancellor of UUM, informed that the seminar was an annual activity of the UUM's Chancellor Department to improve the management quality of individuals and their organisations.

The three-day seminar was attended by 150 participants comprising senior officers from both the public and private sectors, and various institutions and organisations.