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"UUM : UNIVERSITI PENGURUSAN TERKEMUKA"
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CIVIL SERVANTS SHOULD BECOME MORE RESPONSIVE AND RELEVANT



UUM ONLINE: Alor Setar - Kedah's civil servants were reminded to be more responsive and ever ready to serve the people.

Kedah Menteri Besar, Dato' Seri Mukhriz Tun Mahathir said that the era of globalization had brought about impact onto the public services sector.

"Civil servants are at the heart and are the backbone of the government, hence we need to ensure that civil service stays relevant in line with the change in times.

"The concept of service delivery also needs to swiftly change and continuous review of work processes and procedures needs to be implemented to ensure that quality services are

delivered to stakeholders and clients," he said in his speech at the Morning Assembly and Meet the Clients of the Office of the State Secretary 2020 Day programme held at the City Square, yesterday morning.

He said the optimal use of human capital should be enhanced and should be the principle held by all government agencies so that civil servants could assist the government in developing the state.

According to him, civil servants also need to be more open-minded, innovative, creative, dynamic, equip themselves with knowledge and understand current government policies in order to move forward with the leadership.

He said the role of civil servants in the context of state development was undeniable and the success of any government programme depended entirely on the commitment and hard work of the civil servants.

"In addition, to realize the quality of service, civil servants need to put aside the culture of working in silos. Civil servants must not only prioritize their departmental interests alone, but must cooperate with those from other departments and agencies.

"Civil servants should not feel overwhelmed by the work they do. Instead, take a positive and responsible approach by recognizing the tasks and trusts that have been entrusted upon them as the work done is an act of worship," he said, stressing on the importance of integrity and civil servants possessing utmost consistent personality so as to ensure that they will be respected, admired and trusted by the people.

Dato' Seri Mukhriz also called on all civil servants to review their work processes and procedures in order to ensure that they would be more customer-friendly and meet the needs of the people.

He also added that priority should be given to the target group in any initiative undertaken to ensure that the people will stand to benefit and would not be isolated from the services provided.

Following the assembly, the Menteri Besar visited the various booths that featured 60 government agencies in conjunction with Meet the Clients Day which served as a platform for the public to voice their grievances and make suggestions on how to further improve the services provided by the government.

Universiti Utara Malaysia was represented by members of staff from the UUM Corporate Comm. and the UUM Institute for Management and Business Research (IMBRe).



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