



PEMANDU
UNIT PENGURUSAN PRESTASI DAN PELAKSANAAN

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Unprecedented Effort, Unprecedented Outcomes

KUALA LUMPUR: In line with its “Big Results Fast” expectations that was set from the very onset of Government Transformation Programme (GTP) when it was officially launched on January 28, 2010, Prime Minister Dato’ Sri Mohd Najib bin Tun Haji Abdul Razak today unveiled the first set of results of the initiative after a full year into its implementation.

“There have many big and heartening wins in the past year,” Najib said, “And we are extremely pleased by these outcomes. Despite being only in the first year of implementation, all the initiatives in the National Key Results Areas (NKRAs) have performed well. Throughout the six NKRAs, there have been many historic Malaysian firsts. Many of the National Key Performance Indicators (NKPIs) have met or even over-exceeded their targets,” Najib pointed out.

“We set ourselves an impossible challenge a year ago of moving Malaysia forward in an unprecedented manner. To this end, we rolled out the GTP, a bold programme aimed at radically transforming the way the government works so we could deliver tangible solutions to real issues and make strong advances forward as a nation socially as well as economically.

“As a gallant initiative to significantly improve service delivery to the people, the GTP’s focus is to quickly deliver tangible outcomes that can be felt and experienced by all Malaysians. The GTP roadmap spelled out detailed drilled down programmes with

specific sets of initiatives as opposed to just being a macro plan,” Najib said. “The entire programme is based on the premise of the government’s commitment to *“1Malaysia, People First, Performance Now”*”.

The GTP, as a transformation engine, is unlike any other initiative ever implemented in Malaysia. The marked differences in the GTP, when compared with past national initiatives are also evident in the areas of target and strategy formulation, execution of measures, the extent of public involvement and government participation, as well as the quantification of results.

While drawing from past experience, it has significant differentiations that allow the programme to be tagged as a first-of-its-kind initiative for the nation. And today, it is making another first – for the first time in Malaysian history, the government is presenting an annual report to give an account of what it has done through the GTP to its shareholders – the Rakyat.

“In the true spirit of transparency, accountability and unbiased disclosure, we are telling the Rakyat what we have done in this Annual Report,” Najib said. “This report provides, to my knowledge, an accurate account of the various wins and shortcomings of the GTP and how we plan to continue improving these initiatives in the interests of all Malaysians.

“We welcome public feedback and debate as we look to further fine-tune our targets and efforts in the pursuit of even better results in 2011 and 2012,” he added. “Malaysia is at a crossroad and is in a big hurry and as such, we need big, tangible results quickly to move forward. And we hope to do this by breaking new ground in terms of service delivery within the government, the creation of a people-oriented mindset within the public sector and as mentioned earlier, a high performance culture.

“There are no two ways about it,” Najib added. “If we desire different or better results, we must do things differently. If we wish to see change by leaps and bounds and not just incrementally, then a bold action plan is needed. This, in essence is the inherent

purpose of the GTP.”

In the crime reduction NKRA for instance, nationwide crime was reduced for the first time in four years. Street crime and index crime are down by 35 percent and 15 percent respectively, the biggest drop ever recorded since Independence.

For the NKRA to aggressively combat corruption, the groundbreaking Whistleblower Protection Act 2010 was introduced late last year. Seen as the cornerstone to the infrastructure being developed to nip corruption in the bud, the creation of this Act, among other things, encourages the public to come forward with reports of improper conduct by granting them protection of their identity, immunity from criminal or civil liability as well as protection against any detrimental action taken against them..

Meanwhile, in the NKRA to improve students’ education outcomes, the government introduced Malaysia’s first comprehensive school ranking system which was designed to track individual secondary and primary school’s performance to ensure the development of quality schools with the public school system. The nation’s first ever high-performing schools (HPS) list was also created in 2010 – 14 secondary and six primary schools made that list.

The year 2010 also witnessed more than 700,000 pre-schoolers benefiting from early childhood education – the largest ever increment of pre-schoolers in a year in Malaysia’s history.

As for raising the living standards of low-income households NKRA, 44,643 extreme poor households have been snatched out of the clutches of poverty. This is the single largest, most successful poverty eradication exercise for Malaysia.

And to ensure that every Malaysian enjoys the nation’s development and is kept abreast of the nation’s economic progress, the NKRA to significantly improve rural basic infrastructure launched the most rapid, large scale rural development initiative that has touched the lives of more than two million people through connection to clean water

supply, 24-hour electricity supply, proper housing and over 750km of rural roads.

The urban public transport NKRA has also been hard at work in 2010. To de-congest the Kuala Lumpur city centre, one of the few integrated transport terminal (ITT) was introduced. Completed in February 2011, with connections to the ERL, KTM and LRT rail networks, the first ITT in Bandar Tasik Selatan is already reducing congestion by diverting 500 to 600 express buses away from Kuala Lumpur city centre daily.

The use of new four-car train sets at the Kelana Jaya line (Putra Line) resulted in an additional 2.43 million ridership. These new train sets are also helping to alleviate congestion problems in addition to providing commuters with a more comfortable ride.

And last but not least, the government has, for the first time in Malaysia, made Cabinet ministers accountable for their performance via results-oriented targets – the Ministerial Key Results Areas (MKRAs) and Ministerial Key Performance Indicators (MKPIs). The MKRAs and MKPIs clearly define the desired outcomes that ministers must achieve and be accountable for. The ministers are given scorecards which will be reviewed by the Prime Minister twice yearly.
