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Do spot checks, public service heads told

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SEREMBAN: Government department heads should conduct spot checks on their subordinates, including those manning counters, to ensure public service delivery remains at the optimum level, says the Public Service director-general.

Datuk Seri Wan Ahmad Dahlan Abdul Aziz said this also means making sure that public servants are physically present at their workstations and not surfing social media or playing online games or out of the office for personal matters during working hours.

He said immediate action should be taken against any employee, including those who do not practise proper counter-service etiquette or those who fail to serve customers in a friendly and professional manner.

He added that department

heads are also required to submit reports relevant to this to his office in June and December every year.

"The report should include dates the spot checks were conducted, the findings and steps taken to improve or correct the situation. I hope that the quality of service with integrity can be realised at all departments and agencies," he said in a directive dated April 18.

Wan Ahmad said spot checks are important so that department heads are aware of what is happening at the counters and to rid government departments and agencies of negative practices.

He said proactive measures must also be taken to effectively manage human resources and ensure counter services are efficient, particularly during peak hours.

Towards this, customer satisfaction assessment should be analysed periodically to gauge the level and quality of service.

"This is important so that continuous improvements can be implemented," he said, adding that all departments need to be sensitive to the needs of customers and must always adhere to the Client's Charter.

Wan Ahmad said apart from improving counter services, department heads must also continuously review and strive to improve work processes and consider migrating to digital services.

"A citizen-centric public service requires employees who can think realistically, have empathy and are always ready to help customers resolve the various problems across government agencies.

"When put into practice, this will add value to public service delivery, as well as increase people's trust in the ability of the government administration machinery," he said.

He said these measures are in line with calls to civil servants to adapt to change as stated under

the GREAT Civil Service aspirations and the Malaysia Madani concept.

"This will help ensure the civil service always remains efficient, relevant and effective," he said.

The GREAT Civil Service principles were mooted by Chief Secretary to the Government Tan Sri Mohd Zuki Ali in February 2023.

GREAT is an acronym for good governance, responsibility, empathy, accountability, and tenacity of purpose.

Wan Ahmad said every civil servant had also signed the Aku Janji pledge which, among others, requires them to obey all rules under the General Orders as well as circulars issued from time to time.

"The main responsibility of every civil servant is to be present at work for the stipulated time or wherever he or she is required to be able to carry out his or her duties," he added.

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