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PUBLIC SERVICE REMUNERATION SYSTEM

Cuepacs urges fair appraisal of veterans

KUALA LUMPUR: Long-serving public officers who have dedicated years to the civil service are a vital asset and must be fairly assessed under the new performance-based evaluation system, said the Congress of Unions of Employees in the Public and Civil Services (Cuepacs).

Its president, Datuk Dr Adnan Mat, said in a statement performance evaluations must be conducted fairly, with integrity and via a comprehensive approach, particularly for experienced officers whose contributions extended beyond current output.

He said senior officers played an important role in ensuring organisational stability, sharing expertise, mentoring younger staff and sustaining professionalism within the public service — factors that should be weighed alongside measurable performance indicators.

“Evaluators carry a major responsibility to conduct performance assessments objectively, transparently and free from any form of favouritism,” said Adnan.

“Assessments must be based on genuine merit, overall performance, professional conduct, experience and continuous contributions to the organisation and the public service.”

Cuepacs said a fair and holistic evaluation system would strengthen civil servants’ confi-

dence, encourage healthy work motivation and ensure justice for officers at all levels, regardless of length of service.

The union added that it would monitor the implementation to ensure long-serving officers were properly recognised.

The call comes as the government begins rolling out Phase 2 of the Public Service Remuneration System, which places work outcomes as the main benchmark for rewards and recognition, shifting away from an assessment model that relied heavily on seniority.

Public Service Department director-general Tan Sri Wan Ahmad Dahlan Abdul Aziz has said the new phase prioritises service quality, speed of delivery and innovation, with rewards now directly linked to performance outcomes rather than attendance or tenure alone.

The reform is part of the government’s broader effort to build a results-oriented public service, enhance productivity and attract and retain talent in critical sectors such as digital technology, health, education and security.

Cuepacs said it supported efforts to improve the public service system, but stressed that fairness in performance evaluation remained essential to maintain morale and ensure the reform would deliver meaningful and sustainable improvements.

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