



ISI INSTITUTE SULTAN ISKANDAR



National Conference On
**Nurturing Public Sector's
 Innovation And Creativity
 For Better Performance
 & Responsiveness** *Driving New Direction
 & Performance Demands
 by Civil Society*

27 NOVEMBER 2012
PULLMAN PUTRAJAYA LAKESIDE





I realise that transforming the Government will not be easy. This transformation will be approached in a radical new way, while still leveraging our successes and learnings from the past. Civil servants must always maintain the attitude of being “Fast, Accurate and with Integrity” in carrying out their daily tasks. This attitude must be supported with another acronym, namely “Productivity, Creativity and Innovation” (PCI), so that the civil service would not be perceived as being easily satisfied with its achievements and daily routine or comfortable with “business as usual”. The civil service must also continue to make efforts to improve performance so that the people could feel that the government and its civil service could always give better satisfaction to the public.

Datuk Seri Mohd Najib Bin Tun Haji Abdul Razak
Prime Minister Of Malaysia



People First
Performance Now

INTRODUCTION

Recent years have witnessed a growing dissatisfaction with the performance of services towards the public's good in Malaysia. While several factors have contributed to this phenomena, one that has attracted much attention is the relative lack of public accountability in some of the institutions. Developed countries too have faced similar difficulties, but seem to have had greater success in finding innovative ways to improve public service performance and accountability. A high performance Public Service is increasingly recognised as a critical ingredient in international competitiveness, as well as an essential requirement for addressing the complex social needs of modern communities.

Responsiveness is highly fundamental to good governance. Despite Performance being taken seriously by the Malaysian government, there are other factors that may improve government service sector. This matter has received global attention and substantial innovations had been introduced, taking into account long-term issues of changing demographics, diversity, policies, citizen expectations, and new technologies.

The purpose of this conference is to not just reviewing cases of success and failures in public sector innovation, but also to provoke discussion on how such experiences can be applied in novel ways to contextualise them in Malaysia to move forward towards its 2020 Vision.

WHO SHOULD ATTEND

This is suitable for all senior civil service personnel who have responsibility that will drive this country into international competitiveness in this globalised world. This conference will be of particular benefit to:

- * **DGs, DDGs and Senior Directors**
- * **Assistant Directors, Heads of Department**
- * **Leaders, Implementers**
- * **Policy Makers & Senior Executives**
- * **CEOs & CFOs**



OFFICIAL OPENING BY

Y.Bhg. Dato' Sri Dr Ali Hamsa
Chief Secretary to the
Government of Malaysia

*Establishing Comprehensive, Sustainable
Programs of Innovation & Creativity Towards
A High Performance Public Sector*



KEYNOTE ADDRESS BY

Mr. Peter Allen
Deputy Dean
The Australia and New Zealand
School of Government
(ANZSOG)

***NURTURING PUBLIC SECTOR INNOVATION:
Where we have come and where we may be headed***

Enhancing public sector performance is a key goal of governments around the world. Innovation in the public sector, particularly in policy development, program design and service delivery is a necessary element in public services becoming better targeted, more responsive to community needs leading to great effectiveness and efficiencies.

PROGRAMME



- 8.00 am Registration
- 9.00 am Welcoming Note by **Y.BHG. TAN SRI ABDUL HALIM ALI**
Chairman of Institute Sultan Iskandar
- 9.10 am Official Opening by **Y.BHG. DATO' SRI DR ALI HAMSA**
Chief Secretary to the Government of Malaysia
- 9.40 am Keynote Address by **MR. PETER ALLEN**
Deputy Dean of The Australia and New Zealand School of Government
- 10.30 am Morning Refreshment / Press Conference

11.00 am PAPER 1

MONITORING THE EFFECTIVENESS OF THE DELIVERY SYSTEM: HOW RESPONSIVE IS THE PUBLIC SECTOR.

Public sectors worldwide are facing unprecedented pressures to deliver more effective, efficient and responsive public programs, importantly between citizens and their government that is "citizen-centric" that provides high quality and responsive services. This is coupled with rising public expectations regarding service delivery and is putting immense pressure on government departments to enhance the way they deliver their services. The question is, "How effective are the Government's Deliverables?"

Y.BHG. TAN SRI DATO' SETIA HJ AMBRIN BUANG
Auditor General of Malaysia of National Audit Department



11.45 am PAPER 2

DEVELOPING A CULTURE OF CREATIVE & INNOVATIVE THINKERS IN THE HIGHER ECHELONS OF THE PUBLIC SECTOR

The higher echelon provides the leadership and impetus in policy development and successful implementation. The rapidly changing environment needs initiators, thinkers, feelers and sensors. How does INTAN develop this culture in the Public Sector through these higher echelon staff?

Y.BHG. DATO' DR. HALIM MAN
Director of National Institute of Public Administration (INTAN)



12.35 pm Questions & Answers

1.00 pm Luncheon

2.00 pm PAPER 3

PERFORMANCE STRATEGIES: HOW WILL WE GET THERE?

Performance Management Strategies that make Public Sector work better through performance management review, feedback, developing the right personal skills needed to conduct performance review and assessment effectively and applying the strategic tools and techniques for target setting and performance review.

MR. CHRIS FENNEY
Trainingedge International Singapore



2.45 pm PAPER 4

KNOW HOW AND WHERE YOU ARE GOING?

We will look at first-hand examples of how creativity is being fostered in public sector agencies worldwide to enable novel approaches to both old and new problems in public policy. What are the barriers and enablers to such break through in public sector creativity and innovation?

MR. M. RAHIM ZAIN
Creative Thinking Circle



3.35 pm PAPER 5

INNOVATIVE & SUPPORTIVE LEADERSHIP

The way forward is through initiating, inviting and nurturing ideas that stimulate creativity and innovation through supportive leadership. Motivating employees through visible and known goals encourages collaboration and innovation without fear. Innovative and supportive leadership removes traditional thinking barriers towards continuous improvement to face ever changing demands in the uncertain global environment.

DR. RAVINDRAN PAUL
Senior Consultant of Worldwide Corporate Resources



4.15 pm Questions & Answers

4.45 pm Evening Refreshment & End of Session

REGISTRATION FORM

PARTICIPANTS

DESIGNATION

EMAIL

1.			
2.			
3.			
4.			
5.			

ORGANISATION

CORRESPONDING ADDRESS

CONTACT PERSON

SIGNATURE

TEL

FAX

EMAIL

TERMS & CONDITIONS

- FOR PRIVATE SECTOR** - The organisers reserve the right to stop any registered delegate from taking part in the event if no proof of payment or an undertaking letter is presented.
- FOR GOVERNMENT SECTOR** - A Local Order (LO) or Letter of Approval to participate must be presented before or during the event.
- CANCELLATION POLICY** - For any cancellations, kindly inform the secretariat in writing / fax 3 days before the event, otherwise the conference fees will be billed. Replacement will / can be accepted. No refund for cancellation made after **21 November 2012**.
- REGISTRATION FEE** - **RM990.00 per participant**. Fees to include Lunch, Refreshments and Workshop materials / documentation)
- GROUP DISCOUNT** - A **RM50.00 Discount** will be given for group registration of Five (5) or more from the same organisation (same time and same billing source).
- PAYMENT MODE** - All Bank Draft / Local Order / Cheques must be crossed and made payable to
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