

REA realising that the rakyat are impatient for results, that resources are limited, new ideas are necessary and that the government does not have all the answers, the methodology or transformation engine that was put in place began with a quick call for the best ideas, and these ideas were rapidly moved into action.

It is the Prime Minister Datuk Seri Mohd Najib's belief and experience that we learn best from doing, rather than simply planning. Through this, we are able to assess the impact of our initial actions, and then rapidly implement enhancements.

This approach can be seen in the GTP process so far where eight laboratories were launched in October and November 2009 to produce thousands of programmes and initiatives, followed by open days in December 2009 and January 2010 to seek the rakyat's feedback and finally the launch of the GTP Roadmap on Jan 28 which incorporated this feedback.

The GTP is not comprehensive, definitive or static. It is also not designed to be a comprehensive statement of the nation's strategy and economic model, but focuses on improving the delivery of services to the rakyat. While the targets in this roadmap will not change, the initiatives represent an initial set of activities intended to deliver these targets. These initiatives will be refined further based on the results of the 'on-the-ground' implementations.

Rather than setting targets that we could easily achieve, the government has stretched its targets as a way to increase its aspirations and deliver big results fast. As the PM has rightly pointed out, this simply means it is unlikely that we will achieve all targets. If we did, it would mean we would not have stretched our aspirations far enough.

The GTP has been phased over three distinct periods and the government is committed to delivering outcomes across each of the 1Malaysia, People First, Performance Now dimensions.

In Horizon 1 (2010-2012), the immediate objectives are to establish a new engine for change and deliver substantial outcomes for the rakyat quickly. This includes setting and achieving targets within the NKRA and MKRA to address the priorities of the rakyat. Existing efficiency measures to improve and enhance government productivity are expected to continue. The government is also committed to publishing an annual report in the first quarter of each year, incorporating public feedback and debate, and instituting performance management mechanisms to ensure delivery of all the NKRA and MKRA targets. PEMANDU will oversee the delivery of these outcomes.

By Horizon 2 (2012-2015), the change within the government is expected to be more pervasive. The important aspects of daily life (defined as NKRA and MKRA) would have improved significantly by then, the structure of the economy would have evolved in line with the New Economic Model into higher-value-added sectors, and government/civil

How is the GTP developed and how is it different?



service productivity would have advanced further. The first shoots of a higher-income nation would also be emerging.

In Horizon 3 (2015-2020), fundamental changes to the Malaysian society as envisaged by Vision 2020 would have taken place. The rakyat would be experiencing a new sense of being Malaysian, a higher level of prosperity and significantly better public services. It is expected that the government, in particular the civil service, would be smaller, more agile and work increasingly in partnership with the private sector to provide public services efficiently. Innovative and rakyat-centric models of public service delivery - centred on choice and competition - would set in by then.

The benefits of 1Malaysia, People First, Performance Now will be significant for all stakeholders. For the rakyat, especially those in the rural areas and with lower household incomes, the GTP will improve their overall quality of life and instil a greater sense of unity. More bumiputras will benefit as access within the community will be increased and based on need and merit, not on personal connections.

The business community, meanwhile, will benefit from an increase in ease and transparency in dealing with the government, more efficient infrastructure to do business and a higher quality workforce. Last but not least, civil servants will have the ability to earn rewards and recognition for outstanding performance and the opportunity to learn and apply new and innovative ways of delivery.

MILESTONES

"There is a need today for the government to embrace change, to transform itself and to put priority in delivering quality services to the rakyat," says Prime Minister Datuk Seri Mohd Najib.

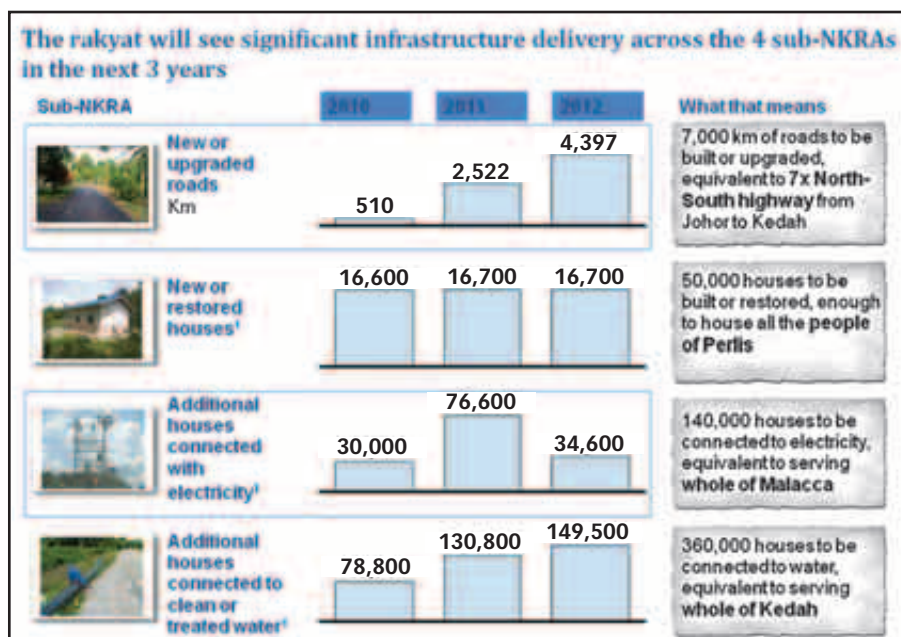
Since the launch of the GTP in April 2009 and the well-documented GTP Roadmap which was launched this year in January, Malaysia has clocked in several significant milestones along the roadmap.

Crime

- » Set targets of reducing the crime rate by 5% year-on-year beginning 2010
- » Registering a reduction in the crime rate for the first time in three years as of January 2010
- » Police omnipresence in 50 hot spots across four states. These hot spots accounts for 70% of the country's street crimes
- » Deployment of 3,156 trained volunteers from RELA and the Jabatan Pertahanan Awam Malaysia (JPAM)
- » More than 500 closed-circuit televisions are being placed in the hot spots on top of the 3,000 existing CCTVs nationwide

Corruption

- » Implementation of the Transparency International's Integrity Pact to improve Malaysia's position in Transparency International (TI) Corruption Perception Index (CPI)
- » A central procurement information portal to be launched in early April to provide all stakeholders easy access to information
- » A circular instructing public officers how to treat "support letters", or attempts to influence their decisions, in areas ranging from procurement to licensing or permit approvals
- » The Attorney-General's Chambers works in close collaboration with the courts to ensure corruption case trials are completed within a year
- » A public database of convicted corruption offenders, on the Malaysian



Anti-Corruption Commission website, has been up and running since March 4, 2010

Rural basic infrastructure

- » Over the next three years, the government will build 11 times as many kilometres of roads, 2.5 times as many houses, provide five times as many houses with electricity and connect seven times as many houses to clean water, as compared to achieved between 2006-2008
- » 40 rural roads nationwide completed - all 257km of it paved. Another 311 rural roads, spanning 940km to be completed by year-end
- » 11 water treatment plants under construction and a package of 753 projects currently under way to connect clean water to 70,181 households. By September, 3,000 families are expected to be the first beneficiary of the programme
- » Over 16,000 rural houses to be built or restored. In Sarawak, a restoration programme benefit 87 longhouses of 1,420 families

Urban public transportation

- » Four new Bus Expressway Transit (BET) routes on two

corridors in early January 2010 - 800 bus stops upgraded to sheltered bus stops by the end of 2010 - mere walking distance of not more than 400m from home

- » KLJ Line has procured 35 sets of four-car trains - the ridership increased by about 10% per day average i.e. 160,000 in 2009 to 170,000 passengers in January 2010
- » Integrated terminals provide connectivity, comfort and convenience for the users including construction of the Bandar Tasik Selatan terminal and Gombak Integrated Transport terminal

Education

- » Increase the pre-school enrolment rate of both 4+ and 5+ year-olds and improve the quality of the system
- » Ensure that all children have acquired basic literacy and numeracy skills after three years of education
- » Develop High Performing Schools and lift the performance of all schools in the system
- » Significantly improve the performance of head teachers and principals via performance management.

Feet on street as of December 31, 2009

Contingent	RELA	JPAM	TOTAL
Kuala Lumpur	683	112	795
Selangor	740	144	884
Johor	685	261	946
Penang	319	189	508
TOTAL	2,427	706	3,133
3 other contingents	0	23	23
TOTAL	2,427	729	3,156