

Works only ministry to get 5-star rating

But 5 of 11 govt agencies receive similar ratings

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PUTRAJAYA: The Works Ministry is the only one of 27 ministries that received a five-star rating set by the Malaysian Administrative Modernisation and Management Planning Unit (Mampu).

The ministry was the only one that scored more than 90 per cent overall points, the percentage needed to make it into the five-star category.

It even beat the Prime Minister's Department, which got a three-star rating.

However, five of 11 government agencies were given five-star ratings: the armed forces, Mampu, the Public Service Department (PSD) the

office of the director-general of health and the Implementation and Coordination Unit in the Prime Minister's Department.

"The goal of rating government agencies is to make sure the delivery system in the public sector is at a satisfactory level," said Chief Secretary to the Government Tan Sri Mohd Sidek Hassan here.

His speech was read by PSD director-general Tan Sri Ismail Adam.

This is the first time the government has rated its ministries and agencies, although the system was introduced in 2007.

The ratings were based on three criteria: management, core business and customer

PERFORMANCE RATINGS FOR MINISTRIES

★★★★★ RATING

- 1) Works Ministry

★★★★ RATING

- 1) Housing and Local Government Ministry
- 2) Education Ministry
- 3) Health Ministry
- 4) Human Resource Ministry
- 5) Information Ministry
- 6) International Trade and Industry Ministry
- 7) Finance Ministry
- 8) Home Ministry
- 9) Water, Energy and Communication Ministry
- 10) Rural and Regional Development Ministry
- 12) Defence Ministry

★★★ RATING

- 1) Youth and Sports Ministry
- 2) Domestic Trade and Consumer Affairs Ministry
- 3) Science, Technology and Innovation Ministry
- 4) Higher Education Ministry
- 5) Natural Resources and Environment Ministry
- 6) Transport Ministry
- 7) Entrepreneur, Cooperatives and Development Ministry
- 8) Prime Minister's Department
- 9) Plantation Industries and Commodities Ministry
- 10) Women, Family and Community Development Ministry
- 11) Agriculture and Agro-based Ministry
- 12) Tourism Ministry
- 13) Unity, Culture, Arts and Heritage Ministry
- 14) Federal Territories Ministry
- 15) Foreign Ministry

service (see chart).

Agencies which were recognised for online performance included the Companies Commission of Malaysia, which received the award for zero visits. This means clients who wanted to deal with the agency did not have to be present at the office as all transactions were done on the Internet.

The Human Resources Ministry won the award for efficiency in integrating inter-agency services under the Jobs Malaysia project. The

project helps the unemployed find jobs.

The National Service Training Department under the Defence Ministry was recognised for providing prompt replies under its "My SMS 15888" service to those seeking to know if they had been selected for NS training.

The PSD's "my gov" website was selected the most active information provider, while the National Higher Education Fund Corp won for its online payment scheme

PERFORMANCE RATINGS FOR GOVERNMENT AGENCIES

★★★★★ RATING

- 1) Armed Forces
- 2) Malaysian Administrative Modernisation and Management Planning Unit (Mampu)
- 3) The Public Service Department
- 4) Health Ministry's director-general's office
- 5) The Implementation Coordination Unit in the Prime Minister's Department.

★★★★ RATING

- 1) Attorney-General Chambers
- 2) Accountant General Department
- 3) Public Works Department
- 4) Police Force

★★★ RATING

- 1) Education Department
- 2) Economic Planning Unit (EPU)

Criteria for star ratings set out by Mampu

■ MANAGEMENT

- 1) Organisational management
- 2) Financial management
- 3) Human resource management
- 4) Development project management
- 5) ICT management

■ CORE BUSINESS

- 1) Formulating programmes and policies
- 2) Implementing programmes and policies
- 3) Monitoring programmes and policies
- 4) Effectiveness of programmes and policies

■ CUSTOMER SERVICE

- 1) Customer management statement
- 2) Customer charter
- 3) Efforts taken to delight customers
- 4) Complaints management
- 5) Customer satisfaction
- 6) Promotional efforts

Foot note:

The Entrepreneur, Cooperatives and Development Ministry has been disbanded while the Information Ministry has been merged with the Culture, Arts and Heritage Ministry is now known as Information, Communication and Culture and the Water, Energy and Communication Ministry has been renamed as Energy, Green Technology and Water.