

## 12 Malaysia Plan Conference

Can we improve public service delivery through enhanced citizen's participation?



**thinkCITY**





## MBPJ under fire for revealing identity of complainant to developer



PETALING JAYA (Feb 23): Majlis Perbandaran [Petaling Jaya](#) (MBPJ) has been lambasted for releasing personal information of a resident who had

## Four reasons why Malaysia's healthcare system is ailing

By **Jeyakumar Devaraj** - 16 Jun 2019

436 0



Patients waiting even during the lunch hour at the BM General Hospital

Privatisation has not led to any appreciable savings but has worsened problems like the brain drain from government hospitals, says **Jeyakumar Devaraj**.

## Repair run-down schools first, then talk about values-driven education, says activist

Larissa Lumandan - January 25, 2019 8:20 AM



Activist Peter John Jaban says it is important to address any lack of basic facilities in schools before tackling other issues. (Bernama pic)

## Malaysia has become the world's plastic dumpster | NEWSFLASH by R.AGE

NATION

Monday, 10 Jun 2019

9:22 AM MYT



In 2018, over 800,000 tonnes of trash from predominantly developed countries such as the US, UK, Australia and New Zealand was shipped into Malaysia to be recycled in illegal plants - who's owners simply burn or dump into landfills the trash that cannot be recycled.

## Johor has closed 111 schools over toxic gases from a polluted river – here's the full timeline of what happened

Rachel Genevieve Chia

March 14, 2019



The federal government has declared a state of emergency over the toxic fumes, which have caused almost 1,000 victims to be warded or sent to clinics after suffering symptoms of gas poisoning. Pixabay

## More dengue deaths in Selangor

METRO NEWS

Thursday, 28 Feb 2019

By Kathleen Michael, Shalini Ravindran, Sheila Sri Priya, and Brenda Ch'ng



Selangor government is stepping up efforts to deal with the dengue epidemic as the number of cases remains high. — filepic

## 51 evacuated as Penang hit by flash floods

Published 1 month ago on 09 May 2019



A man cycles past flooded streets of Taman Tembikai following heavy rain in Penang October 4, 2018. — Picture by Sayuti Zainudin



Graduan A:

Gradu

JUST IN POPI

2 hours ago  
Jalan Gombak landfill in KL c

2 hours ago  
Cops: 15 peop  
involved in im  
arrested

## 2 years, RM52 million later, crop centre can't be used



Updated 1 year ago · Published on 27 Nov 2017 5:40PM · 3 Comments



The Crops for the Future Research Centre is underutilised even though an overall RM119 million had been earmarked for the project. – Massa.com.my pic, November 27, 2017.

## The AG Report Is Out And Reveals How Millions Of Ringgit Was Wasted Due To Mismanagement

By Nandini Balakrishnan — 23 Nov 2016, 08:24 PM

FELDA lost more than RM80 million due to poor project execution.



#AGReport2015 #AuditorGeneral #finance #management #economy #GDP

Cover image via Free Malaysia Today

The 2015 Auditor-General's (AG) Report Series 2 was released on Monday, 21 November.

It outlined 247 recommendations to help the federal government, federal statutory bodies and state governments to realign their priorities and rectify their mistakes.



Image via Free Malaysia Today

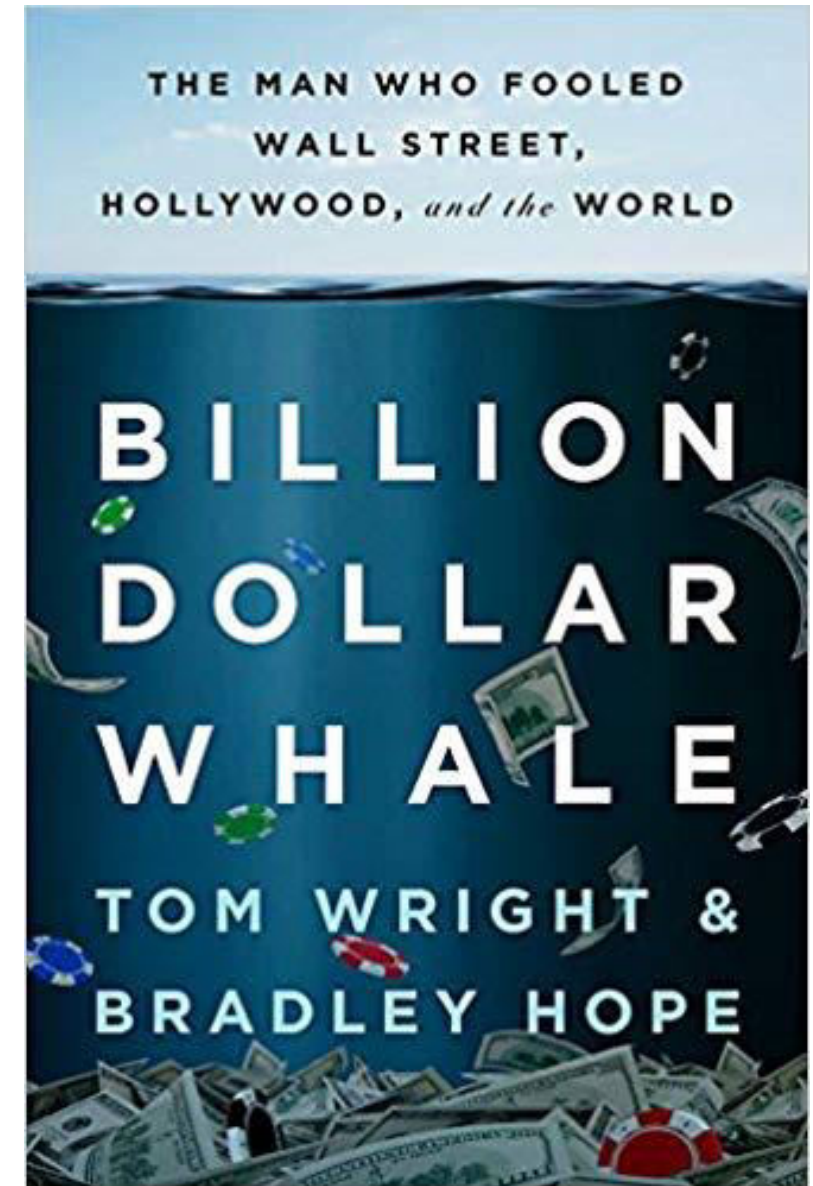
## 1MDB: The playboys, PMs and partygoers around a global financial scandal

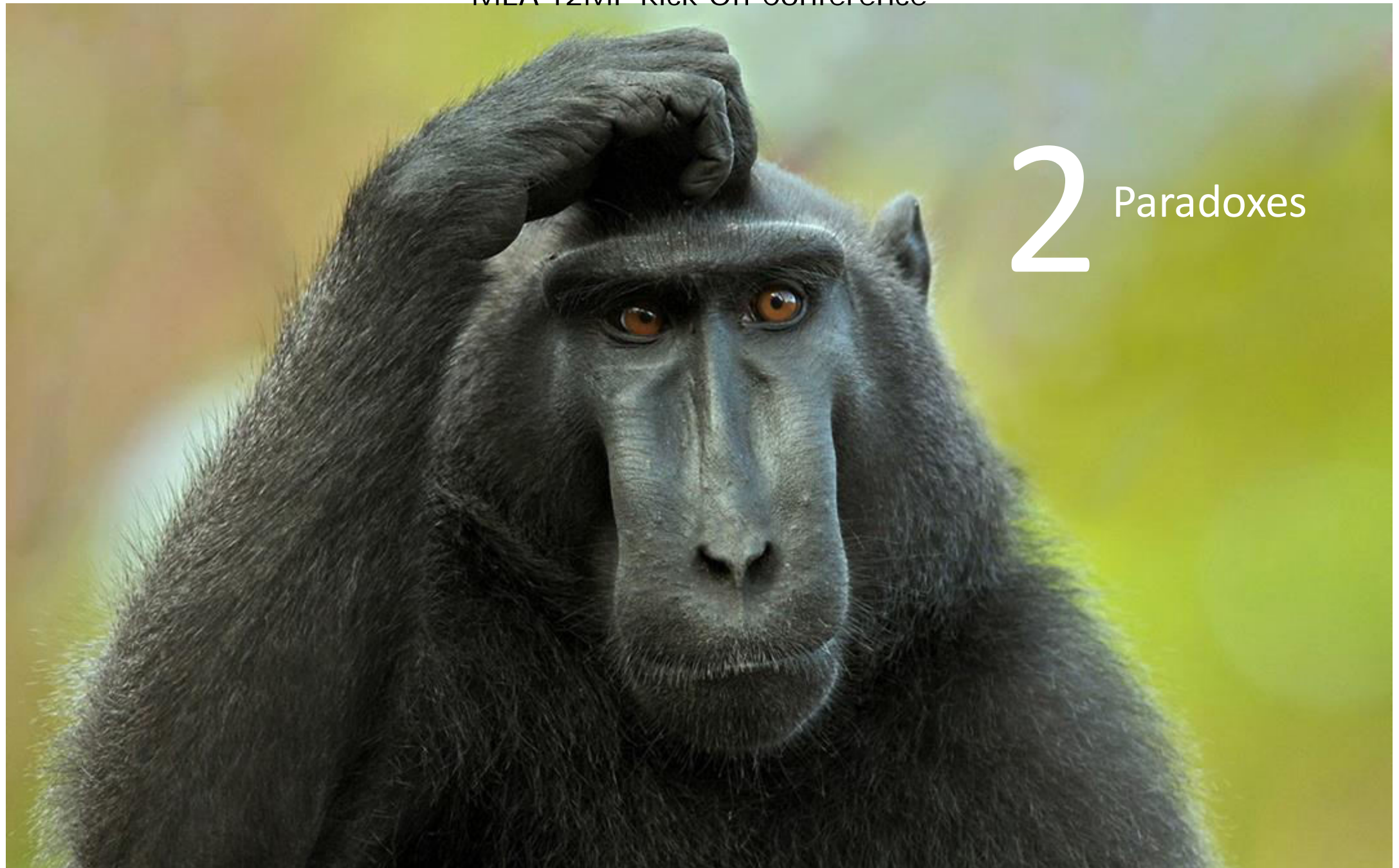
By Heather Chen, Mayuri Mei Lin and Kevin Ponniah  
BBC News

2 April 2019

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1MDB corruption scandal





# 2 Paradoxes



# MEA 12MP Kick-Off Conference

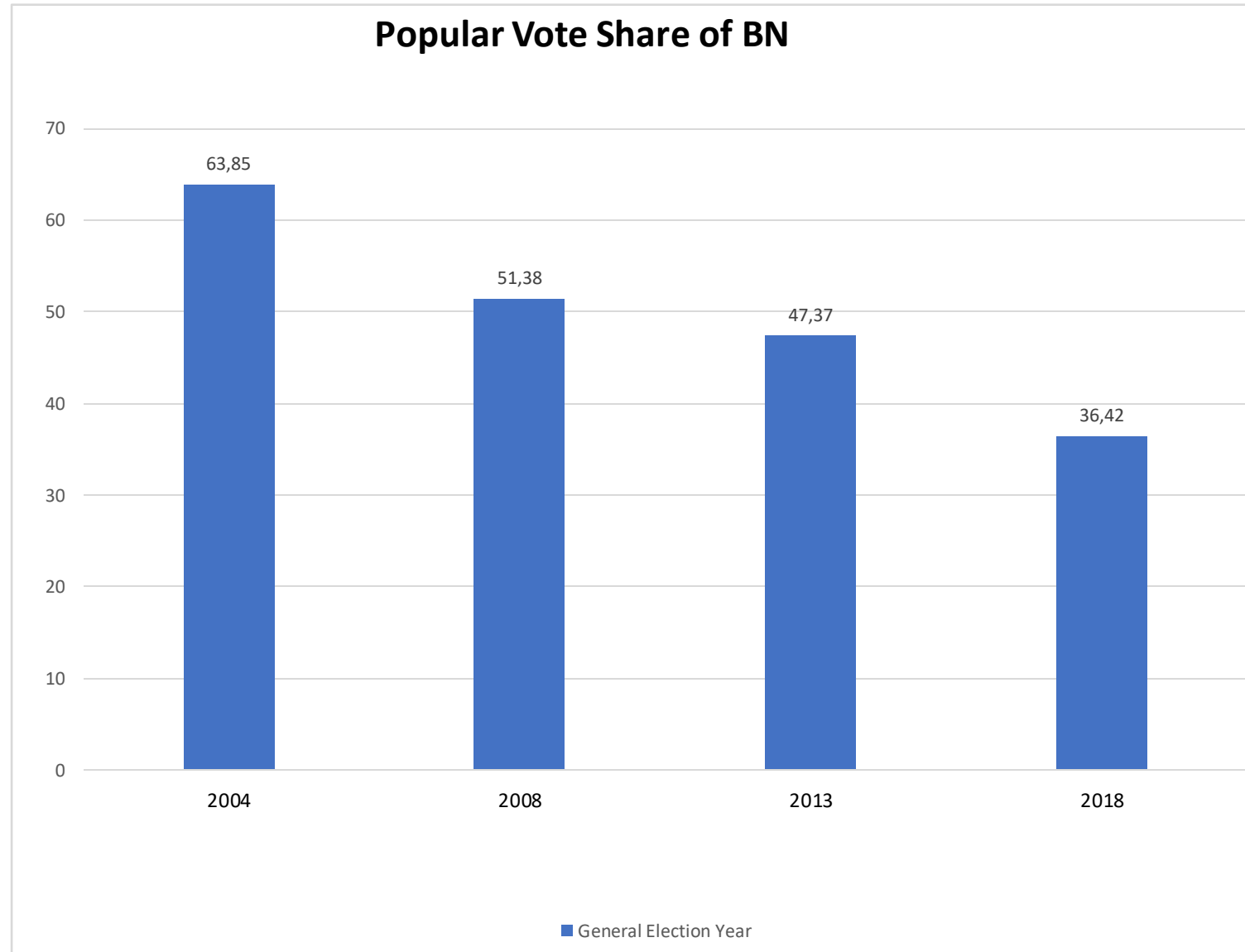
Areas of Reform	Nature of Reforms
<b>Structural/Institutional Aspects</b>	Restructuring of Public Sector Agencies
	Merger of State Administrative Services with Federal Civil Services
	Implementation of Privatisation Policy since 1983
<b>Procedural Matters</b>	Revision of Service Delivery Systems and Processes
	Improvements In Counter Services
	Introduction of New Application Forms; Establishment of One-stop Services Centres
	Introduction of Public Service Networks (PSN)
<b>Personnel Management</b>	Introduction of New Remuneration System(NRS),1992
	The New Performance Appraisal System,1992
	Malaysian Remuneration System,2002
<b>Financial and Budgetary Issues</b>	Introduction of Modified Budgeting System (MBS)
	Introducing Micro-Accounting System
	Adoption of Standard Accounting System for Government Agencies (SAGA)
<b>Quality &amp; Productivity Focus</b>	Quality Assurance Circles
	Adoption of Total Quality Management
	Establishment of Quality Assurance Units
	Adoption of MS ISO 9000 Series
	Implementation of Benchmarking
<b>Public Integrity &amp; Accountability</b>	Introduction of the Client's Charter,1993
	Strengthening of Anti Corruption Agency (ACA),1997
	Establishment of Management Integrity Panels at all levels
	Introduction of "Meets the Clients Programme"
<b>ICT &amp; Electronic Service Delivery</b>	Establishment of Multi-media Super Corridor
	E- Services Programme
	E-Procurement
	Telehealth Scheme & Multipurpose Card
	Electronic Labour Exchange Scheme
	E-Public Services (E-PS)

# MEA 12MP Kick-Off Conference

## Issues affecting Local Authority and Public Amenities constitute 60% of complaints

Sector	No. of Complaints	% of Complaints	
Local Authority	1,638	33.44	33.4%
Public Amenities	1,321	26.96	26.96%
Services	510	10.41	
Land	313	6.39	
Others	265	5.41	
Environment	254	5.18	
Housing	199	4.06	
Security	139	2.84	
Welfare	105	2.14	
Finance	57	1.16	
Health	28	0.57	
Legal	26	0.53	
Education	17	0.35	
Nationality	13	0.27	
Agriculture	13	0.27	
Foreign Affairs	1	0.02	
<b>Total</b>	<b>4899</b>	<b>100</b>	

## Long term erosion of public support to Government





**PARADOX**

Highly decentralized administrative structures

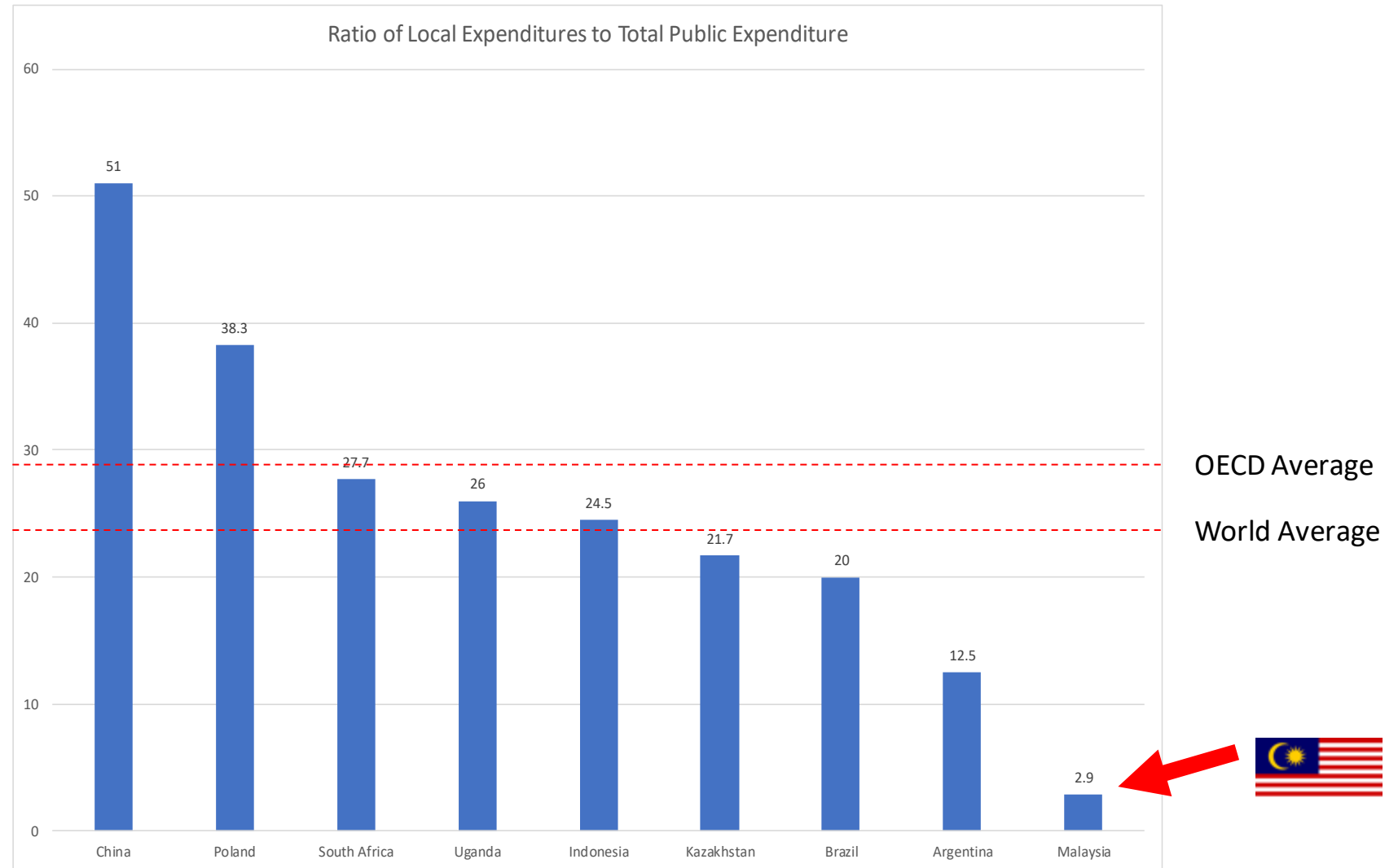


Highly centralized decision-making

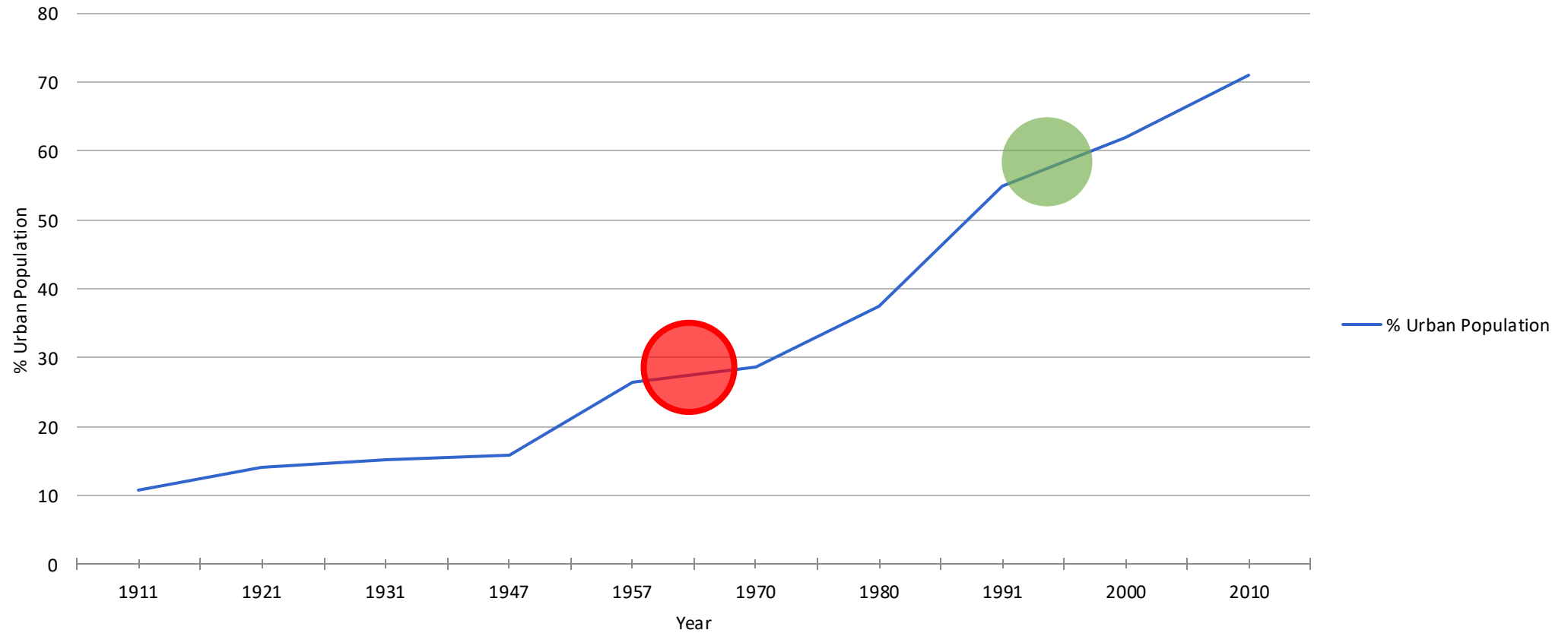
The Federal Government has grown more than other levels of government

	1985	2005	% Increase
Federal Govn Employees	424,000	1,040,000	145.3
State Govn Employees	90,000	105,600	17.3
Local Govn Employees	50,000	54,000	8.0

## Comparing Malaysia's local government share of consolidated public sector expenditure with selected countries



## Urbanization rate in Peninsular Malaysia, 1911-2010



# MEA 12MP Kick-Off Conference





# Rolls Royce of Reform - Local Decentralization

Local Government Elections



Systems of Citizen Planning & Feedback

# Principle of Subsidiarity

- *Issues should be dealt with at the level that is most appropriate for their resolution.*
- More Efficient Decisions.
- More Effective Decisions

# The 3 Fs of Decentralization

## **Finance**

Revenue generation and expenditure. Requires careful reorganization and thinking

## **Functions**

Subsidiarity in action

## **Functionaries**

Hierarchy of bureaucracy with clear lines of authority to the appropriate level of government



- Clientelism
- Corruption
- Lack of regular feedback from citizens

Challenges of Elected Local Governments

# Fill in the blank space between elections

- **FEEDBACK LOOP BETWEEN CITIZENS AND GOVERNMENT**
- Participatory Budgeting: Neighborhoods to wards to city. Citizen groups prioritize at every level, priorities are matched with appropriate budget lines. Officials commit to the plans. Officials are judged on the execution of those plans.
- Regularly Scheduled town Hall Meetings
- Online Planning Systems
- Grievance Redressal
- Participatory Data Collection and Use: **Crowd Sourced Data on Living Standards. Citizen Report Cards.** Useful for planning and monitoring and democratizing data availability and use.

# Form citizen bodies with teeth

- Parents Committees with teeth (Hire/Fire Teachers, Control School Budgets)
- Users Groups that govern common property – parks, playgrounds, grazing grounds etc.
- Citizen Consultation Groups: To obtain feedback on issues made by the center that affect citizens. E.g. Shutting off the water supply.

## Some general thoughts

- **Should not** have local government elections **without** citizen feedback loops
- But **can** have citizen feedback loops as a first step towards local democracy
- Innovations in online participation – e.g. Estonia.
- Given improved digital infrastructure, Malaysia can be a pioneer in this