



SYLLABUS OF THE SARAWAK CIVIL SERVICE SIX (6) SHARED VALUES

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“Make the **SCS Six Shared Values** your habit”

The definition of the SCS Six Shared Values is in accordance with the SCS 10-20 Action Plan and to be demonstrated in the form of **Authority, Character and Time (ACT)**. ACT in the context of SCS Shared Values refers to the followings:



The power or right delegated to individuals or organisation that allows them to control others, give orders, enforce, influence and make decisions



Traits, behaviour and moral or ethical qualities of an individual, in particular the civil servants



Relates to time management which refers to the ability to make use of one's time productively, effectively and efficiently for the right purpose, objective and timeline

INTEGRITY

is described as the mother of all values. In the context of the SCS, integrity means honesty, trust and accountability demonstrated through transparency, justice and fairness in actions

INTEGRITY

"...I would like to emphasize the importance of integrity both in politics and the civil service. If, for whatever reasons, integrity is being compromised or worse, declining in the system of government, we are likely to go into trouble, big trouble. It is not easy to change a bad government to good one, just as it is not as easy to build a new house as to repair an old one, within the context of democracy."

YAB Tun Pehin Sri Haji Abdul Taib Mahmud,
Former Chief Minister of Sarawak.
Civil Service Day at Stadium Perpaduan Sarawak, 24th November 2009.

EXAMPLES OF VALUE TRAITS IN INTEGRITY DEMONSTRATED IN THE FORM OF A.C.T.



- ▶ Honest in performing authority and status for organization interest
- ▶ Fair and just in decision making
- ▶ Taking fair and stern action against staff who do not have integrity
- ▶ Managing public assets based on rules and regulations



- ▶ Loyal, trustworthy and responsible
- ▶ Free from malpractice, fraud and corruption
- ▶ Having a strong stand against unethical practices
- ▶ Careful and meticulous in performing tasks



- ▶ Adhere to office working hours
- ▶ Manage working hours appropriately for office matters
- ▶ Ensure claim requested (mileage, overtime and etc.) are actual, correct, and reasonable

KIND AND CARING

"It is also important that members of the civil service must cultivate a feeling of care or if I can call it a feeling of love for the rakyat as they will come more and more in contact with them. It is a kind of relationship that will continue to make our democracy working smoothly in future."

YAB Tun Pehin Sri Haji Abdul Taib Mahmud,
Former Chief Minister of Sarawak.
Civil Service Day at Stadium Perpaduan Sarawak, 24th
November 2009.

KIND AND CARING
is about the aspect of **empathy**
and care in performing our daily
tasks whether it is to the Rakyat
or fellow colleagues. The
value of kind and caring will
create **harmony** and **goodwill**
based on a sense of **sincerity**
and **friendship**

EXAMPLES OF VALUE TRAITS IN **KIND AND CARING** DEMONSTRATED IN THE FORM OF A.C.T.



- ▶ Considerate over staff welfare
- ▶ Giving appreciation and recognition in the organization
- ▶ Ready to give prudent and sincere advice for the benefit of all
- ▶ Share knowledge and skills with colleagues for the benefit of the organization



- ▶ Empathy and concern to problems and needs of colleagues and Rakyat
- ▶ Appreciate and feel content with benefits given by the organization
- ▶ Deliver service to the Rakyat sincerely
- ▶ Concern and willing to help colleagues at work when needed



- ▶ Willing to spend time to listen or resolve the problems of colleagues
- ▶ Smart in managing work and the Rakyat needs and demand according to priority

PROFESSIONALISM

refers to the ability of civil servants to be

compliant to the rules and regulations, impartial and transparent

regardless of status, ethnicity, faith or kinship.

Any decision made is in the interest of the organization and not for the interest of any individual or person

PROFESSIONALISM

"...what is important is for the member of the civil service to uphold the attitude of being fair and just in carrying out their duties. They must convince the people that they do not practice favouritism and they recognize that, in a democratic society like ours, every citizen has his or her right in it. In other words, the civil service as a whole must recognize individual rights and give whatever is good in the society to the people with a sense of fairness and justice."

YAB Tun Pehin Sri Haji Abdul Taib Mahmud,
Former Chief Minister of Sarawak.

Civil Service Day at Stadium Perpaduan Sarawak, 24th
November 2009.

EXAMPLES OF VALUE TRAITS IN PROFESSIONALISM DEMONSTRATED IN THE FORM OF A.C.T.



AUTHORITY

- ▶ Fair and just in decision making and without favoritism
- ▶ Appoint credible and competent people to undertake responsibility
- ▶ Recognize individuals based on meritocracy
- ▶ Serious but considerate in delegating work without personal reasons
- ▶ Encourage and consider all ideas or views from others that give benefit to the organization
- ▶ Perform authority given justly and not abusing it for personal interest
- ▶ Doing work according to rules and regulations



CHARACTER

- ▶ Competent in problems solving and decision making
- ▶ Critical minded, productive, open and innovative
- ▶ Fair to colleagues and Rakyat
- ▶ Enrich knowledge and nurture skills for personal and organizational development
- ▶ Able to separate between personal matters or feelings and work
- ▶ Advise colleagues prudently and without favoritism
- ▶ Respect the views and ideas from other colleagues when there is disagreement



TIME

- ▶ Optimize working hours to improve organizational performance
- ▶ Use working time to focus on creative and innovative work
- ▶ Manage tasks and work efficiently according to urgency and the timeline given
- ▶ Always conscious about the status of the job in hand and the need to follow up.
- ▶ Treat deadline as a serious matter without delay

SENSE OF URGENCY AND OWNERSHIP

“Pen-pushing is when you receive a letter, you scribble something and just pass it to somebody else to take action. Paper-pushing is when you receive a letter, it’s not mine, and for example this is Land and Survey and you just pass to Land and Survey. This pen-pushing and paper-pushing, do we get outcome out of it?. We must address it and it must receive our attention. We must monitor it. Otherwise things don’t happen. Can you imagine the amount of such incident in civil service and how much it is affecting our productivity and also affecting the kind of stress we will be dealing with when the public make complaints to us because we do not take immediate actions. Or our stakeholders are unhappy with us if things are very slow and not moving. So, I think we really have to move away from that culture of pen-pushing and paper-pushing.”

YAB Tan Sri Datuk Amar Haji Mohamad Morshidi bin Abdul Ghani
State Secretary during HPT Retreat 2012. Damai Beach.

SENSE OF URGENCY AND OWNERSHIP requires the civil service to be efficient, punctual and be fully accountable in carrying out responsibility of delivering services that are timely, each time and every time, putting a stop to paper-pushing and pen-pushing culture

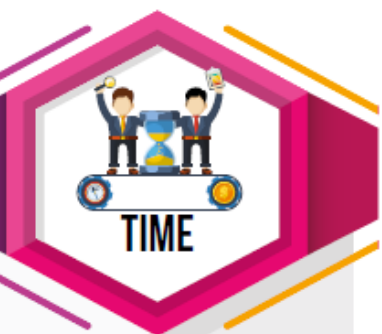
EXAMPLES OF VALUE TRAITS IN **SENSE OF URGENCY AND OWNERSHIP** DEMONSTRATED IN THE FORM OF A.C.T.



- ▶ Against culture of paper pushing and pen pushing as work culture
- ▶ Having pride as a civil servant by upholding the good name of the organization at all times
- ▶ Practice empowerment wisely as a means to expedite work



- ▶ Nurture the habit of urgency when performing work
- ▶ Place importance in punctuality
- ▶ Smart in coming up with quick and effective solutions to complete tasks on time



- ▶ Expedite decision making and follow up processes
- ▶ Provide fast and accurate service to customers
- ▶ Prioritize important matters and not delaying routine matters
- ▶ Adhere to deadlines and implementation schedule

TEAM SPIRIT is a strong desire to establish a relationship between individuals in executing a task to achieve a common goal. This spirit is practised through cooperation, commitment and interaction through the exchange of idea and experiences on an on-going basis.

TEAM SPIRIT

"...I really appreciate these gatherings because they are organized through the cooperation and joint effort of many units and individuals working together as a team. This is what 1 JKM is all about. Working together and collaborating across boundaries to make things happen. On a wider scale, we need all our departments and agencies to support each other, share resources and solve common problem as a cohesive team. We cannot allow a silo mentality that breeds territorialism, confrontation and being adversarial to take root and permeate in SCS. Instead we should leverage on cooperation, collaboration and consultation to bring our SCS to greater heights. We need to break whatever walls that exist, build bridges and cross borders so that we can work together with staff from other units and other agencies as a team."

YAB Tan Sri Datuk Amar Haji Mohamad Morshidi bin Abdul Ghani,
State Secretary
Ramah Tamah Aidilfitri JKM, 14th September 2012, Old DUN Building.

EXAMPLES OF VALUE TRAITS IN **TEAM SPIRIT** DEMONSTRATED IN THE FORM OF A.C.T.



AUTHORITY

- ▶ Share resources, information and facilities amongst agencies
- ▶ Enhance esprit de corps (teamwork) in the organization
- ▶ Help and guide fellow colleagues
- ▶ Able to collaborate with other teams and departments when needed



CHARACTER

- ▶ The ability to cooperate with colleagues
- ▶ Having a high tolerance for others
- ▶ Open to advice, feedback and comments from others
- ▶ Always ready to give a helping hand
- ▶ Develop and nurture synergy within the team
- ▶ Practice the culture of knowledge and experience sharing in order to achieve a high performing work culture



TIME

- ▶ Able to manage time to achieve common goals or objectives
- ▶ Always liaise with team members on the status of the work and the timeline

RESULT ORIENTED

“A high performance organization is oriented to achieve. As such, we will intensify our focus on quality management as this promotes continuous improvement and a complete dedication to achieve strong quality results. It is these results that equate to happier employees and satisfied customers thus adding value to our service.”

YAB Tun Pehin Sri Haji Abdul Taib Mahmud,
Former Chief Minister of Sarawak.
Civil Service Day at Stadium Perpaduan Sarawak, 24th
November 2009.

RESULT-ORIENTED refers to the mindset and actions that are **focused** on processes and results. Important elements in achieving result-oriented approach are **Specific, Measurable, Achievable, Realistic and Timeline (SMART)**. This means that the civil service must ensure that any action taken should be carefully **planned** and not to act **recklessly, taking into account all the elements mentioned.**

EXAMPLES OF VALUE TRAITS IN RESULT ORIENTED DEMONSTRATED IN THE FORM OF A.C.T.



- ▶ Make evaluation based on Annual Key Performance Indicator (KPI) and not on activity results
- ▶ Enculturate high-performing teams in the organization
- ▶ Delegate work to the right person with the right skills and knowledge
- ▶ Adopt the SMART technique in achieving result



- ▶ Motivated to deliver quality work and service
- ▶ Take into account all possible outcomes when planning tasks
- ▶ Respond carefully and avoid taking rash actions
- ▶ Ensure every action takes into account end results
- ▶ Ensure Annual Key Performance Indicator (KPI) is achieved



- ▶ Optimize working hours to produce quality work
- ▶ Ensure quality work is delivered on time



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