

Civil service performance review due in January

PUTRAJAYA: A comprehensive evaluation of the Performance Demerit System (DEEP) for the civil service will be known in January next year, says Chief Secretary to the Government Tan Sri Shamsul Azri Abu Bakar.

He said the system, which was introduced early this year is monitored quarterly to measure the effectiveness of ministry and department leadership.

Shamsul Azri said the system is not intended to punish depart-

ment heads but to improve the quality of public service delivery.

"The objective of this demerit system is to improve services for the people. We start with 100 points. If there are weaknesses, points are deducted; if performance is good, points can be added," he said at a media engagement session.

He said department heads who fail to show improvement will first receive advice and a timeframe to address shortcomings.

"But if they still cannot improve, I will have to transfer them to another place. They may perform better there," he said, Bernama reported.

On Jan 24, Public Service Department director-general Tan Sri Wan Ahmad Dahlan Abdul Aziz said department heads, including ministry secretaries-general, who fail under DEEP could face stricter disciplinary action, including annual salary increments being withheld,

stalled promotions or transfers.

The system, fully implemented this year, is intended to be more progressive and fair as evaluations are conducted monthly compared to the previous annual reporting system.

Shamsul Azri reminded civil servants not to assume the government 'knows best', and instead to listen to feedback from the people to improve policies and services.

"We must listen to those on the

ground and improve accordingly," he said.

He said views from groups such as e-hailing drivers, taxi drivers and office assistants are equally important as they experience different daily realities compared to senior officers.

Shamsul Azri also urged civil servants to stay aware of the real challenges faced by the public and avoid becoming comfortable or detached when making policy decisions.