



**JABATAN KETUA MENTERI
(UNIT PEMBANGUNAN SUMBER MANUSIA DAN KUALITI)**

Ruj.Kami : 46 /HRDQ/QD/ADM/09
Tarikh : 5 Februari 2010

Kepada : Sila Lihat Senarai Edaran

YBhg. Dato Sri/Datuk/Dato/Datu/Datin/Tuan/Puan,

**TRANSFORMASI PERKHIDMATAN AWAM NEGERI SARAWAK – FALSAFAH, VISI, MISI,
DAN COMMON SHARED VALUES**

Dengan segala hormatnya saya merujuk kepada perkara di atas.

2. Seperti YBhg. Dato Sri/Datuk/Dato/Datu/Datin/Tuan/Puan sedia maklum, Proses Transformasi Kerajaan (PTK) adalah usaha terkini kerajaan kearah mempertingkatkan sistem penyampaian perkhidmatan kepada rakyat. Bagi mencapai matlamat tersebut, kita memerlukan pelaksanaan secara ikhlas dan komitmen yang tinggi daripada semua kakitangan kerajaan negeri.
3. Sejajar dengan itu, Kerajaan Negeri Sarawak telah menggubal Falsafah, Visi, Misi dan Common Shared Values sebagai asas pegangan setiap penjawat awam dalam menjalankan tugas sehari-hari.
4. Bersama-sama ini disertakan Kenyataan Falsafah, Visi, Misi dan Common Shared Values untuk disebar dan dikongsi bersama-sama dengan kakitangan di jabatan/agensi YBhg. Dato Sri/ Datuk / Dato/ Datu/ Datin/ Tuan/ Puan.

Sekian, harap maklum.

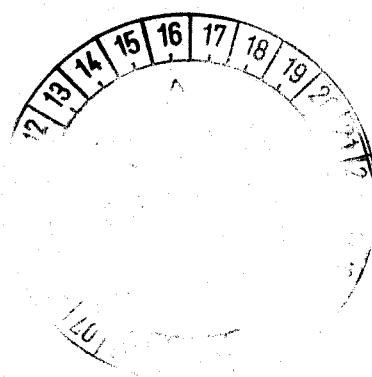
**"BERSATU BERUSAHA BERBAKTI"
"AN HONOUR TO SERVE"**

leezah

(DR.RAZALI ABON)

Pengarah

Unit Pembangunan Sumber Manusia dan Kualiti
b.p. Setiausaha Kerajaan Negeri



WE Facilitate, YOU Make The Difference

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PHILOSOPHY



"An Honour To Serve"

VISION

A WORLD CLASS

CIVIL SERVICE

MISSION

Our mission is to transform the Civil Service through High Performance Team and Excellent Service Delivery.

We will undertake to:

- **Work hand-in-glove with the leadership of the State**
- **Accelerate the holistic development of the State;**
- **Preserve multi-racial harmony among our people;**
- **Plan, Implement and Monitor Projects efficiently and effectively;**
- **Enhance organizational and service excellence though efficient and effective work procedure and systems;**
- **Engage and delight customers through business-friendly processes;**
- **Nurture a working environment that generates creativity and innovation;**
- **Develop professional and personal skills and competencies through best practices and lifelong learning;**

COMMON SHARED VALUES

- **High Integrity-** Do an honest job, an honour to serve, it is a national service, Head of Department (HOD) must know about Finance and financial procedures.
- **Respect for others-** Be polite to our bosses, our peers and our subordinates. No harm saying good morning to your driver.
- **Obedience to the Law-** We are custodian of the law. In fact the civil service draft the law and get it approve. Obey our service procedures and rules and start obeying the traffic rules. Don't park your car indiscriminately. We civil servant can show the way.
- **Kind and caring-** it is very pleasant feeling if one is kind and caring. Take pains to look at others problem and public complaint. Engage them. HOD must also be a HR person.

COMMON SHARED VALUES

- **Professional work ethics** – do our job professionally
- **Sense of urgency and Timeliness** – let us portray a civil service image that is always on time, on schedule, never late, and good time management. We need to get out of this pen pushing and paper pushing culture
- **Team Spirit** – certainly team spirit can be portrayed by the way we work with each other, always willing to help each other, always communicating and not hiding in our cubicles, offering opinion, and always in high productivity mode
- **Action and Result Oriented** – make things happen, not let things happen. Be part of the solution, not part of the problem

TRANSFORMATION JOURNEY

