

MALAYSIA

Public Administration

Country Profile

Division for Public Administration and Development Management (DPADM)
Department of Economic and Social Affairs (DESA)
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Malaysia

[Click here](#) for detailed map



Source: [The World Factbook – Malaysia](#)

Government type

Constitutional monarchy

Independence

31 August 1957 (from Great Britain)

Constitution

31 August 1957; amended 16 September 1963

Legal system

Based on English common law; judicial review of legislative acts in the Supreme Court at request of supreme head of the federation; has not accepted compulsory ICJ jurisdiction

Administrative divisions

13 states, one federal territory with three components (Kuala Lumpur, Labuan, and Putrajaya)

During the late 18th and 19th centuries, Great Britain established colonies and protectorates in the area of current Malaysia; these were occupied by Japan from 1942 to 1945. In 1948, the British-ruled territories on the Malay Peninsula formed the Federation of Malaya, which became independent in 1957. Malaysia was formed in 1963 when the former British colonies of Singapore and the East Malaysian states of Sabah and Sarawak on the northern coast of Borneo joined the Federation.

Malaysia is currently a constitutional monarchy, nominally headed by the Yang di-Pertuan Agong ("paramount ruler"), customarily referred to as the king. Kings are elected for 5-year terms from among the nine sultans of the peninsular Malaysian states. The king also is the leader of the Islamic faith in Malaysia.

Source: [The World Factbook – Malaysia](#)

1. General Information

1.1 People	Malaysia	Thailand	Indonesia	1
Population				a
Total estimated population (,000), 2003	24,425	62,833	219,884	
Female estimated population (,000), 2003	12,026	31,985	109,975	
Male estimated population (,000), 2003	12,399	30,848	109,909	
Sex ratio (males per 100 females), 2003	103	96	100	
Average annual rate of change of pop. (%), 2000-2005	1.93	1.01	1.26	
Youth and Elderly Population				b
Total population under age 15 (%), 2003	33	25	30	
Female population aged 60+ (%), 2003	7	10	9	
Male population aged 60+ (%), 2003	6	8	7	
Human Settlements				c
Urban population (%), 2001	58	20	42	
Rural population (%), 2001	42	80	58	
Urban average annual rate of change in pop. (%), '00-'05	2.86	2.12	3.59	
Rural average annual rate of change in pop/ (%), '00-'05	0.07	0.9	-0.63	
Education				d
Total school life expectancy, 2000-2001	12.1	..	10 ⁱ	1
Female school life expectancy, 2000-2001	12.4	..	10.4 ⁱ	1
Male school life expectancy, 2000-2001	11.8	..	9.6 ⁱ	1
Female estimated adult (15+) illiteracy rate (%), 2000	16.6	6,1	18.1 ⁱⁱ	2
Male estimated adult (15+) illiteracy rate (%), 2000	8.6	2,9	8.2 ⁱⁱ	2
Employment				e
Unemployment rate (15+) (%), 2001	3.9 ^a	2,4 ^v	5,5 ^{iii e}	1
Female adult (+15) economic activity rate (%), 2000	47	65	52 ^{iv}	2
Male adult (+15) economic activity rate (%), 2000	83	81	85 ^{iv}	2

Notes: ^aPersons aged 15 to 64 years, ^{bi} Age 15-64 years ^{ic} Age 15-64 years, ^eMonth of May, Third round (Aug.) of each year. Persons aged 13 years and over
ⁱ1994, ⁱⁱ 2000, ⁱⁱⁱ 1998, ^{iv} 1999, ^v2000

1.2 Economy	Malaysia	Thailand	Indonesia	2
GDP				a
GDP total (millions US\$), 2002	95,157	126,407	172,911	
GDP per capita (US\$), 2002	3,915	2,052	817	
PPP GDP total (millions int. US\$), 2002	216,836	418,222	664,409	
PPP GDP per capita(int. US\$), 2002	8,921 ¹	6,788	3,138	
Sectors				b
Value added in agriculture (% of GDP), 2003	9.5	8.8	16.6	
Value added in industry (% of GDP), 2003	48.6	41.4	43.6	
Value added in services (% of GDP), 2003	41.9	49.8	39.9	
Miscellaneous				c
GDP implicit price deflator (annual % growth), 2004	3.5	2.1	6.6	
Private consumption (% of GDP), 2004	43.7	61.6	65.6	
Government consumption (% of GDP), 2004	13.9	8.9	9.2	

¹ United Nations Statistics Division:

^a Statistics Division and Population Division of the UN Secretariat; ^b Statistics Division and Population Division of the UN Secretariat; ^c Population Division of the UN Secretariat; ^{d1} UNESCO; ^{d2} UNESCO; ^{e1} ILO; ^{e2} ILO/OECD

² World Bank - Data and Statistics:

^a Quick Reference Tables; ^b Data Profile Tables; ^c Country at a Glance

¹International Comparison Programme benchmark estimates.

1.3 Public Spending	Malaysia	Thailand	Indonesia	
Public expenditures				3
Education (% of GNP), 1985-1987	6.9	3.4	0.9 ^{a b}	a
Education (% of GNP), 1995-1997	4.9	4.8	1.4 ^c	a
Health (% of GDP), 1990	1.5	0.9	0.6	
Health (% of GDP), 1998	1.4	1.9	0.8 ^d	
Military (% of GDP), 1990	2.6	2.2	1.3	b
Military (% of GDP), 2000	1.9	1.6	1.1	b
Total debt service (% of GDP), 1990	9.8	6.2	8.7	
Total debt service (% of GDP), 2000	6.7	11.5	12.2	

Notes: ¹

^a. Data refer to a year or period other than that specified ^b.Data refer to the ministry of education only, ^d Data refer to 1999, ^c Data refer to the central government only

1.4 Public Sector Employment and Wages						
<i>Data from the latest year available</i>		Malaysia 1991-1995	Malaysia 1996-2000	East Asia & Pacific ⁴ 1996-2000	South average ⁴ 1996-2000	Middle income group average ⁴ 1996-2000
Employment						
Civilian Central Government ⁵	(,000)	432	390			
	(% pop.)	2.1	1.7	0.63	..	0.46
Sub-national Government ⁵	(,000)	201	..			
	(% pop.)	1.0	..	0.63	..	0.46
Education employees	(,000)	..	198			
	(% pop.)	..	0.9	0.76	0.4	0.91
Health employees	(,000)	40	..			
	(% pop.)	0.2	..	0.16	0.5	0.62
Police	(,000)	..	2			
	(% pop.)	..	0.01	0.26	0.62	0.30
Armed forces	(,000)	115	110			
	(% pop.)	0.6	0.5	0.53	0.7	0.33
SOE Employees	(,000)			
	(% pop.)	1.18	..	13.1
Total Public Employment	(,000)			
	(% pop.)
Wages						
Total Central gov't wage bill	(% of GDP)	7.7	..	9.4	2.1	5.4
Total Central gov't wage bill	(% of exp)	26.2	26.1	24.4	16.2	24.7

³ UNDP - [Human Development Report 2002](#)

^a Data refer to total public expenditure on education, including current and capital expenditures.

^b As a result of a number of limitations in the data, comparisons of military expenditure data over time and across countries should be made with caution. For detailed notes on the data see SIPRI (2001).

⁴ Averages for regions and sub regions are only generated if data is available for at least 35% of the countries in that region or sub region.

⁵ Excluding education, health and police – if available (view [Country Sources](#) for further explanations).

Average gov't wage	(,000 LCU)	33	36			
Real ave. gov't wage ('97 price)	(,000 LCU)	37	35			
Average gov't wage to per capita GDP ratio		3.4	2.8	2.9	2.9	4.4

Source: [World Bank - Public Sector Employment and Wages](#)

2. Legal Structure

The Malaysian Constitution is the supreme and overriding law of the country. The constitution sets out the broad framework within which the country is run. It lays down the rights of the individual, and the extent to which and in what circumstances the government may limit these rights.

Source: Office of the Civil Service Commission - Malaysia

2.1 Legislative Branch

The bicameral parliament consists of the Senate (Dewan Negara) and the House of Representatives (Dewan Rakyat).⁶

women in parliament: 18 out of 70 seats in the senate and (26%) 20 out of 219 seats (9%) in the house of representatives.⁷

All 70 Senate members sit for 3-year terms, which are normally extended for an additional 3 years; 26 are elected by the 13 state assemblies, and 44 are appointed by the king. Representatives of the House are elected from single-member districts by universal adult suffrage.

The 219 members of the House of Representatives are elected to parliamentary terms lasting up to 5 years. Legislative power is divided between federal and state legislatures. Sabah holds 20 seats in House of Representatives and Sarawak holds 28 seats in House of Representatives.

Parliament is the legislative authority for the Federation, and in this capacity, it makes laws applicable to the Federation as a whole. Parliament passes federal laws, makes amendments to existing federal laws, examines the government's policies, approves the government's expenditures and approves new taxes. To enable Parliament to undertake the responsibilities to it fully and effectively, the Constitution confers certain rights and legal immunities designated "Parliamentary Privileges" upon Parliament. These privileges are enjoyed by each House as a whole, and by individual members of Parliament.

Each House is empowered to regulate its own procedure and each has exclusive control over its own proceedings, the validity of which may not be questioned in any court. Members of Parliament individually enjoy immunity from civil and criminal proceedings in respect of things said or done by them in Parliament, and the same immunity protects other persons acting under the authority of either House.

Fact box:

elections: House of Representatives - last held 21 March 2004 (next must be held by 2009)

election results: House of Representatives - percent of vote by party - BN 91%, DAP 5%, PAS 3%, other 1%; seats by party - BN 199, DAP 12, PAS 6, PKR 1, independent 1⁸

Source: World Fact Book - Malaysia

⁶ Source of fact boxes if nothing else stated: [The World Factbook](#) - Malaysia

⁷ [Inter-Parliamentary Union](#) - [Women in National Parliaments](#)

⁸ [The World Factbook](#) - Malaysia

2.2 Executive Branch

cabinet: Cabinet appointed by the prime minister from among the members of Parliament with consent of the paramount ruler

elections: paramount ruler elected by and from the hereditary rulers of nine of the states for five-year terms; election last held 12 December 2001 (next to be held in 2006); prime minister designated from among the members of the House of Representatives; following legislative elections, the leader of the party that wins a plurality of seats in the House of Representatives becomes prime minister

Although the Constitution (Article 39) accords the Yang di-Pertuan Agong with executive authority, subject to the provisions of any federal law and of the Second Schedule of the Constitution, Parliament may by law confer executive functions on other persons.

Except as otherwise provided for by the Constitution as regards his position and authority, the Yang di-Pertuan Agong usually acts in accordance with the advice of the Cabinet or more specifically, of the Prime Minister, in the exercise of his functions. However, the Yang di-Pertuan Agong is entitled to and at his request, any information concerning the government of the Federation which is available to the Cabinet.

The Prime Minister who is also the Chairman of the cabinet which is made up of 24 Ministers responsible for various functions. The cabinet is led by the prime minister; the Malaysian constitution stipulates that the prime minister must be a member of the lower house of parliament who, in the opinion of the Yang di-Pertuan Agong, commands a majority in parliament. The cabinet is chosen from among members of both houses of parliament and is responsible to that body.

Fact box:

chief of state:

Paramount Ruler Tuanku SYED SIRAJUDDIN ibni Almarhum Tuanku Syed Putra Jamalullail, the Raja of Perlis (since 12 December 2001)

head of government:

Prime Minister ABDULLAH bin Ahmad Badawi (since 31 October 2003); Deputy Prime Minister Mohamed NAJIB bin Abdul Razak (since 7 January 2004)

Source: The Malaysia Government Official Portal – Malaysia (2004)

2.3 Judiciary Branch

Federal Court (judges appointed by the paramount ruler on the advice of the prime minister)

The Malaysian legal system is based on English common law. The Federal Court reviews decisions referred from the Court of Appeal; it has original jurisdiction in constitutional matters and in disputes between states or between the federal government and a state. Peninsular Malaysia and the East Malaysian states of Sabah and Sarawak each have a high court.

Source: World Fact Book - Malaysia

Article 121(1) of the Federal Constitution provides that the Federal Court shall have appellate, original, consultative or advisory, and referral jurisdiction but it does not cover those matters under the jurisdiction of the Syariah Court. Article 121(1B) of the Federal Constitution provides the Court of Appeal with appellate jurisdiction to hear both civil and criminal cases originating from the High Court or the Sessions Court (criminal cases only).

The Constitution which is the supreme law of the Federation spells out, among others, the duties and powers of the Federal and State Governments and their relationship inter se. One of the main functions of the Federal Court in its original jurisdiction "to the exclusion of any other court" is to determine whether a law made by Parliament or a State Legislature is invalid on the ground that it makes provision to a matter with respect to which Parliament or, as the case may be, the State Legislature has no power to make the law. It also has exclusive jurisdiction to determine disputes between States or between the Federation and any State.

His Majesty the Yang di-Pertuan Agong may invoke the advisory jurisdiction of the Federal Court by referring for its opinion any question as to the effect of any provision of the Constitution which has arisen or appears to him likely to arise. The Federal Court also makes final judgments on legal matters which come before it on appeal from the Court of Appeal. It is the ultimate court in civil, criminal and constitutional matters.

Besides having the jurisdiction to hear and determine any appeal against any decision made by the High Court and in respect of any criminal matter decided by the Sessions Court, section 50 of the Courts of Judicature Act, 1964 also provides that an appeal shall lie to the Court of Appeal, with the leave of that Court, against any decision of the High Court in the exercise of its appellate or revisionary jurisdiction in respect of any criminal matter decided by a Magistrates' Court but such appeal shall be confined to only questions of law.

Source: Malaysia Court Website

2.4 Local Government

Malaysia has 13 states with three components, which are the city of Kuala Lumpur, Labuan, and Putrajaya.

Source: World Fact Book – Malaysia

Malaysia is characterized by asymmetric federalism involving one or several states having more autonomy than others. Although it has a highly centralized system of government, Malaysia has given the states of Sabah and Sarawak powers that normally fall under federal jurisdiction. These Bornean states have considerably more autonomy than the 11 other states in areas such as taxation (in particular customs and excise), immigration and citizenship, trade, transportation and communication, fisheries and several social affairs sectors. The aim of this approach is to protect the distinctive characteristics of the two states and their interests.

Source: The Asian Resource Center for Decentralization – Forum of Federations: An international Network of Federalism (2002)

3. The State and Civil Society

3.1 Ombudsperson

The Parti Islam SeMalaysia (PAS) of Malaysia has established an ombudsperson system (or Hisbah system) to monitor compliance with ethical standards. All leaders are required under this system to declare their assets and wealth, and there is a special committee to investigate violations. Members of the general public can submit a complaint about any member in the party.

Source: Transparency International Political Parties in Asia; Promoting Reform and Combating Corruption in Eight Countries (2004)

3.2 Civil Society

Malaysia's Societies Act (1966) governs political parties, NGOs, associations, and charities in Malaysia, and all of these organizations must register with the Registrar of Societies, under the Ministry of Home Affairs. Parties have to submit financial accounts to the Registrar, but these accounts are not disclosed to the public and there is no requirement for parties to reveal the sources of their funds. The current law also does not prevent political parties from owning and managing financial enterprises, and there are no spending or contribution limits. The Election Offences Act includes specific campaign finance regulations for candidates. Several civil organizations have lobbied for stricter regulations, particularly with respect to party financing.

Source: National Democratic Institute for International Affairs (NDI) and the Council of Asian Liberals and Democrats Political Party Strategies to combat corruption (2002)

There are also regular consultation between government ministries and departments and the private sector provided, which were established for under two service circulars issued in 1984 and 1991 dealing with the implementation of the Malaysia Incorporated Policy. Among various directives for improving relations between the public and private sectors are the establishment of Consultative Panels, the holding of Annual Dialogue, formal interaction through participation in seminars, informal interaction through sports and social events and permission for government departments to receive tokens of appreciation (non-monetary) from the private sector.

Source: United Nations Network in Public Administration and Network – Changing context of Government (1999)

4. Civil Service

The Public Service Department, Malaysia is the foremost personnel agency. All aspects of human resource management policy come within the ambit of the Public Service Department. The Public Service Commission is responsible for appointment and recruitment of personnel. The structure of the PSD is represented by Appendix B. The functions of the PSD are as follows: (a) formulation of policies on recruitment, appointment, promotion, discipline and termination of service; (b) determining manpower requirements and organizational structure for all government agencies; (c) formulation of policies on remuneration and other facilities for public sector personnel; (d) negotiation with aggrieved parties on claims made by workers and representing the government in all proceedings of the Public Service Tribunal; (e) providing adequate trained manpower to all government agencies; and (f) administering and implementing all laws and regulations pertaining to pension and other retirement benefits.

Source: Office of the Civil Service Commission - Malaysia

4.1 Legal basis

The Federal Constitution (Article 132) defines 'Public Service' as consisting of: (i) General Public Service of the Federation; (ii) Public Service of the States; (iii) Joint public Service; (iv) Education Service; (v) Judicial and Legal Service; (vi) Police Force; and (vii) Armed Forces.

To ensure the impartiality of the Public Service, and to protect it from political interference, a number of Service Commissions were established under the Constitution. The Head of The Service Commissions or Council are appointed by the Yang Di Pertuan Agong The Commissions/Council presently existing are (i) Judicial and Legal Service Commission; (ii) Public Service Commission; (iii) Public Commission; (iv) Education Service Commission; (v) Armed Forces Council; and (vi) The respective State Public Service Commissions.

Source: Office of the Civil Service Commission - Malaysia

4.2 Recruitment

The Public Service Commission, an independent body, is responsible for recruitment of personnel in the Civil Service. Under Article 144(1) of the Federal Constitution, the main functions of the Commission are to appoint, confirm, emplace on the permanent or pensionable establishment, promote transfer and exercise disciplinary action over members of the service or services to which its jurisdiction extends.

The main objective of the recruitment policy of the Civil Service of Malaysia is to attract and retain high caliber personnel in the public sector. The policy and procedure of recruitment is provided in the General Orders Chapter 'A' (Appointments and Promotions) 1973. Its legal status is to be formed in Article 132(2) of the Federal Constitution. The salient feature of the recruitment policy is that appointments whether on permanent and or temporary basis must be from Malaysian citizens, and be in accordance with the scheme.

Source: Office of the Civil Service Commission - Malaysia

4.3 Promotion

The Performance Appraisal System is used in determining annual salary progression and promotion. This system introduces a more systematic, and reliable assessment because there are fewer subjective elements. It recognizes the need to give more weight to different aspects for different service groups. Aspects that are being evaluated includes: (a) work output based on knowledge, work quality, timeliness, ability to manage and make decisions; (b) good values such as trustworthiness and reliability; (c) potential for leadership; and (d) the annual targets as agreed upon by both the officer being evaluated and the reporting officer. Under the New Remuneration Systems (NRS), seniority in the civil service is no longer given a top priority. The selection process for officers to be promoted includes an assessment on qualities such as leadership, innovativeness and creativity in addition to their qualifications, experience, training, Performance Appraisal Report, performance at the mandatory Management Courses conducted in National Institute of Public Administration (INTAN) and on interview.

The promotion from one grade to another is based on the availability of vacancies. However, for Research Officers, University Lecturers, and Medical and Dental Specialists, promotion exercises are carried out in accordance with the procedures as stipulated in the relevant schemes of service and subjected to: (a) considerations of a Panel that includes a representative from the Public Service Department; and (b) the use of a performance evaluation system as stated above.

Source: Office of the Civil Service Commission - Malaysia

4.4 Remuneration

Public Service remuneration consists of salary, fixed allowances and variable payments such as housing and critical service allowance. Public Service personnel are also provided with various benefits such as medical treatment/hospitalization and quarters for certain essential service like the Fire Service and Police Force. The objective of such remuneration is to ensure that members of the Public Service receive fair and reasonable wages and compensation in carrying out their duties.

Pension: the mandatory retirement age for a public servant is 55. However, an employee may apply for optional retirement upon attaining 40 years of age. Public sector personnel appointed on or after 12 April 1991 can either opt to join the Pensions Scheme or the Employees' Provident Fund Scheme.

Retirement Benefits: retirement benefits payable to public sector personnel are: (i) Gratuity; (ii) Lifelong monthly pension; (iii) Cash award in lieu of accumulated leave. These payment are given to a pensionable employee upon retirement. For those on optional retirement, only gratuity and cash award in lieu of accumulated leave are paid upon retirement whereas pension is only payable upon attaining the age of 45 for women and 55 for men. New appointees to the public service on or after 12 April 1991 will be paid their pensions at the age of 55. Upon the pensioner's demise, the remaining pension is granted to the dependants, namely widow, or widower; and eligible children.

Source: Office of the Civil Service Commission – Malaysia

4.5 Training

The National Institute of Public Administration (INTAN) was established as the training arm of the Public Service Department to provide training for the public service. INTAN's training programmes emphasized the demands of planning and implementing successful development programmes, training of administrators and staff as agents of change, financial and economic management skills, computer literacy as well as public policy and international relations (until the establishment of the Foreign Service Institute in 1992).

Source: United Nations Network in Public Administration and Network – Changing context of Government (2004)

4.6 Gender

Source: Institution - Title

4.7 Pensions are retirement benefits

The mandatory retirement age for a public servant is 55. However, an employee may apply for optional retirement upon attaining 40 years of age. Public sector personnel appointed on or after 12 April 1991 can either opt to join the Pensions Scheme or the Employees' Provident Fund Scheme.

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Source: Office of the Civil Service Commission – Malaysia

5. Ethics and Civil Service

5.1 Corruption

2003 CPI Score relates to perceptions of the degree of corruption as seen by business people and country analysts and ranges between 10 (highly clean) and 0 (highly corrupt).

Corruption Perceptions Index							
		2003 CPI Score	Surveys Used	Standard Deviation	High-Low Range	Number Inst.	90 percent confidence range
Rank	Country						
1	Highly clean	9.7	8	0.3	9.2 - 10.0	4	9.5 - 9.9
37	Malaysia	5.2	13	1.1	3.6	8.0	4.8 - 5.8
133	Highly corrupt	1.3	8	0.7	0.3 - 2.2	6	0.9 - 1.7

Source: [Transparency International - Corruption Perceptions Index 2003](#)

Surveys Used: Refers to the number of surveys that were used to assess a country's performance. 17 surveys were used and at least 3 surveys were required for a country to be included in the CPI.

Standard Deviation: Indicates differences in the values of the sources. Values below 0.5 indicate agreement, values between 0.5 and c. 0.9 indicate some agreement, while values equal or larger than 1 indicate disagreement.

High-Low Range: Provides the highest and lowest values of the sources.

Number Institutions: Refers to the number of independent institutions that assessed a country's performance. Since some institutions provided more than one survey.

90 percent confidence range: Provides a range of possible values of the CPI score. With 5 percent probability the score is above this range and with another 5 percent it is below.

Malaysia's Anti-Corruption Agency (ACA) was founded in 1967 by merging three earlier bodies. An Anti-Corruption Unit had been set up in the Prime Minister's Department as early as 1959. The main functions of the ACA were (and are) to: (i) investigate and prosecute offences of corruption; (ii) prevent and curb corruption in the public service; (iii) investigate the conduct of civil servants. Corruption is defined in the Prevention of Corruption Act 1961 and Ordinance 22, 1971, to include bribery, false claims and the use of public position or office for pecuniary or other advantage. False expenses claims are dealt with by the Agency, but the police also deals with some cases of fraud.

The Agency has power to investigate, interrogate, arrest and prosecute. Staff members were appointed initially by transfers from the police but are now recruited into a separate administration. They receive public sector pay, plus an incentive allowance. There are six divisions: Prosecutions; Investigations; Information; Prevention; Training; Administration. Legislation, regulation, operation and motivation are closely linked. For example, regulation allow Customs Officers at the checkpoint and police on the street to carry only a small amount of cash on their person, and investigation by random checks and searches of such officers provide evidence of corrupt cash payments and help motivate staff against the acceptance of bribes.

Source: UNDP – Action against Corruption (2001)

5.2 Ethics

Special attention has been given by the ACA to agencies it has identified as being in the "top ten" corruption prone agencies in Malaysia, to the setting up of Ethics, Quality and Productivity Committees at State and Departmental levels, and to the interests and safety of witnesses and informers. Meanwhile the civil service has developed a set of values known as "The Twelve Pillars" to which civil servants subscribe. These are: I. The value of time; II. The success of perseverance; III. The pleasure of working; IV. The dignity of simplicity; V. The worth of character; VI. The power of kindness; VII. The influence of examples; VIII. The obligation of Duty; IX. The wisdom of economy; X. The virtue of patience; XI. The improvement of talent; & XII.

Preventing corruption receives more emphasis now than in the past, with a three-pronged strategy of Information, Education and Communication (I,E,C). Efforts were made to appeal to people to avoid corruption based on morality (corruption is evil), social pressure ("would you support your family with money corruptly gained?"), self-respect ("for our image government servants") and loyalty. Television drama's as well as videos are used to sensitize civil servants and the public on the importance of ethical behavior.

Source UNDP – Action against Corruption (2001)

6. e-Government

e-Government Readiness Index:

The index refers to the generic capacity or aptitude of the public sector to use ICT for encapsulating in public services and deploying to the public, high quality information (explicit knowledge) and effective communication tools that support human development.

The index is comprised of three sub-indices: Web Measure Index, Telecommunications Infrastructure Index and Human Capital Index.

Web Measure Index:

A scale based on progressively sophisticated web services present. Coverage and sophistication of state-provided e-service and e-product availability correspond to a numerical classification.

Telecommunications Infrastructure Index:

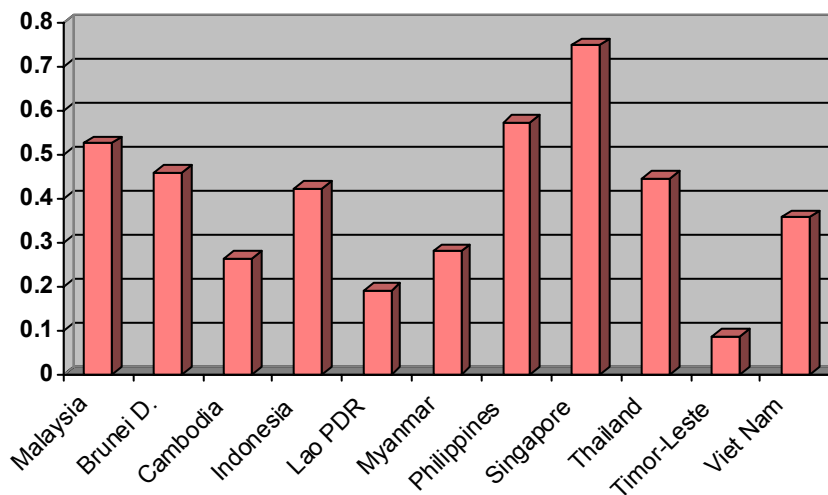
A composite, weighted average index of six primary indices, based on basic infrastructural indicators that define a country's ICT infrastructure capacity.

Primary indicators are: PC's, Internet users, online population and Mobile phones. Secondary indicators are TVs and telephone lines.

Human Capital Index:

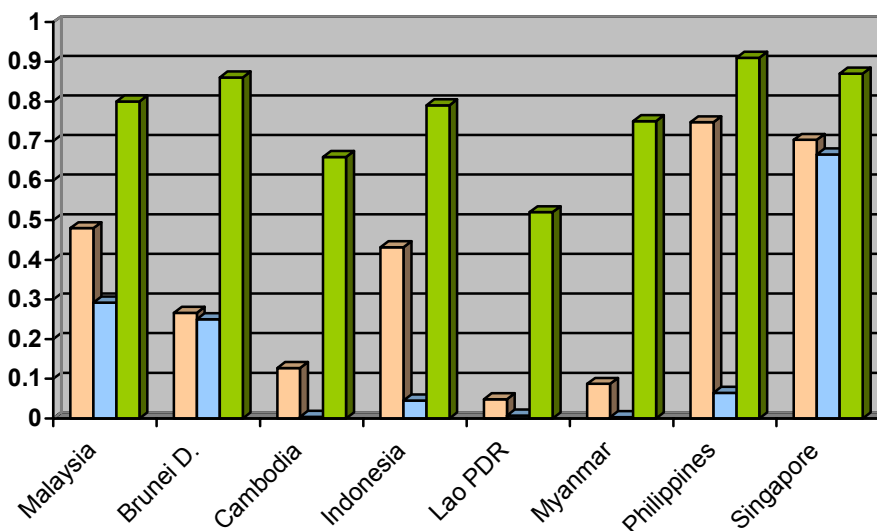
A composite of the adult literacy rate and the combined primary, secondary and tertiary gross enrolment ratio, with two thirds of the weight given to adult literacy and one third to the gross enrolment ratio.

e-Government Readiness Index



Source: United Nations – World Public Sector Report 2003

Web Measure Index Telecom. Infrastructure Index Human Capital Index



Source: United Nations – World Public Sector Report 2003

e-Participation Index:

Refers to the willingness, on the part of the government, to use ICT to provide high quality information (explicit knowledge) and effective communication tools for the specific purpose of empowering people for able participation in consultations and decision-making both in their capacity as consumers of public services and as citizens.

e-information:

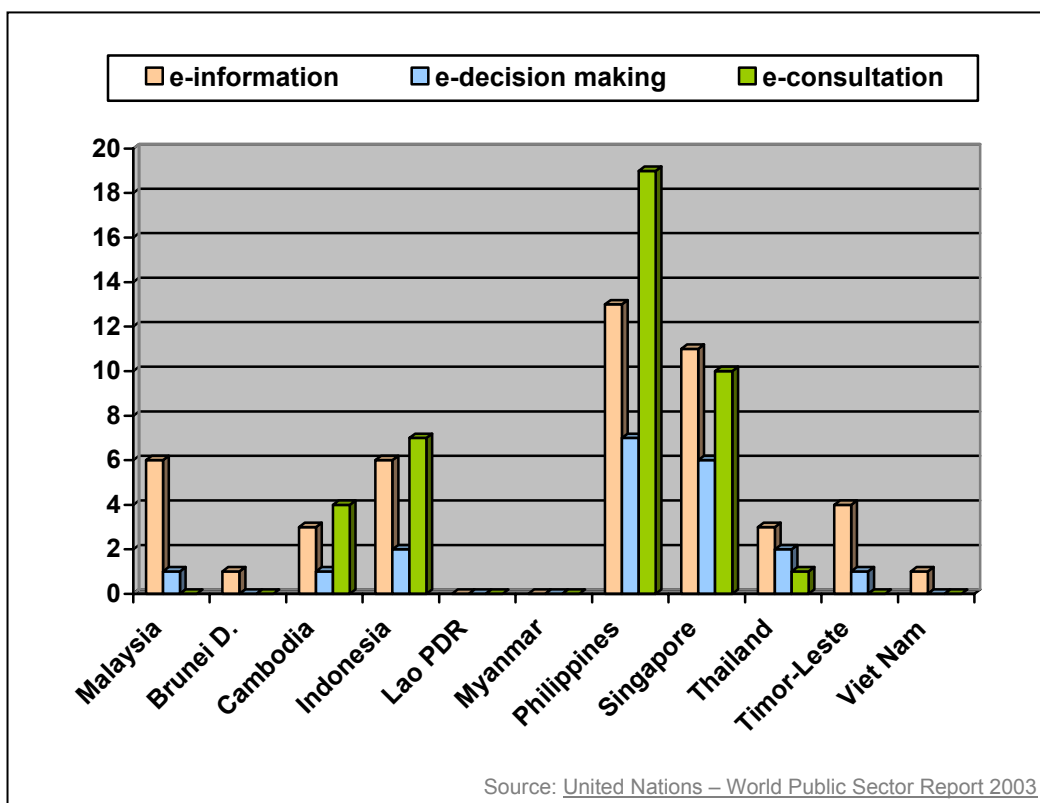
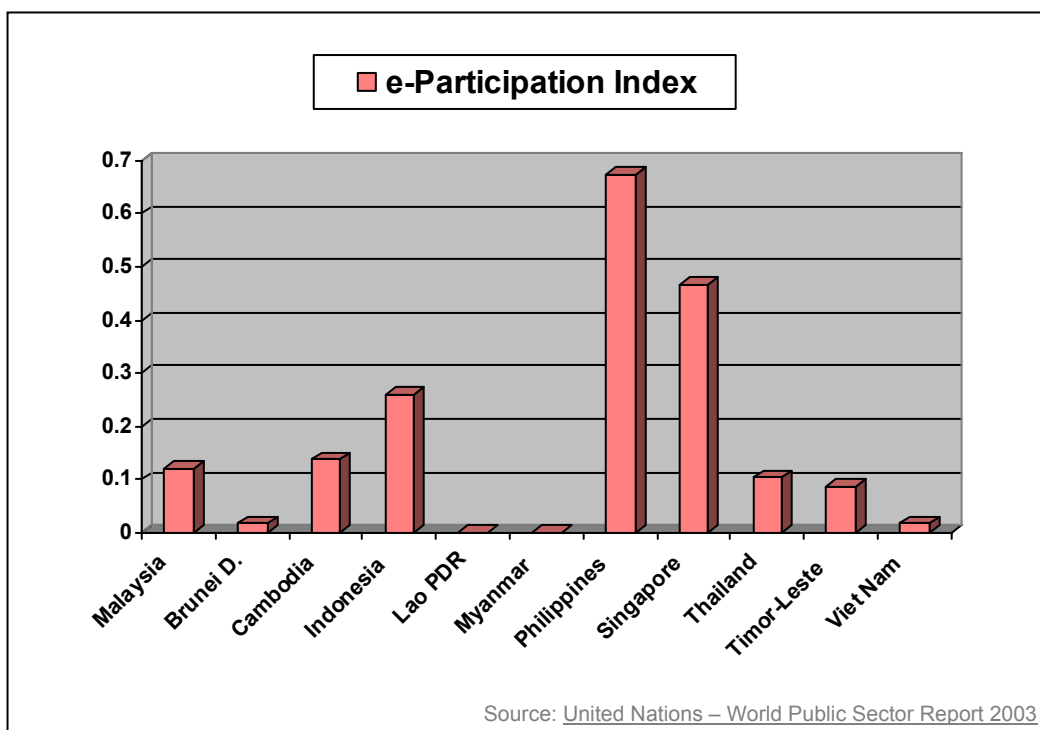
The government websites offer information on policies and programs, budgets, laws and regulations, and other briefs of key public interest. Tools for disseminating of information exist for timely access and use of public information, including web forums, e-mail lists, newsgroups and chat rooms.

e-decision making:

The government indicates that it will take citizens input into account in decision making and provides actual feedback on the outcome of specific issues.

e-consultation:

The government website explains e-consultation mechanisms and tools. It offers a choice of public policy topics online for discussion with real time and archived access to audios and videos of public meetings. The government encourages citizens to participate in discussions.



7. Links

7.1 National sites	
Authority	Topic
Malaysian Bar Association	http://www.malaysianbar.org.my/judiciary.html
Parliament of Malaysia	http://www.parlimen.gov.my/eng-pengenalan-agong.htm
Malaysian Court Website	http://www.kehakiman.gov.my/
Constitutional Court	http://www.mahkamahkonstitusi.go.id/
Attorney General Cabinet of Malaysia	http://www.agc.gov.my/agc/index-eng.htm
The Malaysia's Government Official Portal	http://www.gov.my/MYGOV/BI/Directory/Government/

7.2 Miscellaneous sites	
Institution	Topic
Asian Development Bank (ADB)	http://www.adb.org/Malaysia
Development Gateway	http://www.developmentgateway.org/countryprofile/...
European Union (EU)	http://europa.eu.int/comm/external_relations/indonesia/intro/index.htm
United Nations Development Programme (UNDP) in Malaysia	http://www.undp.or.my/
UNPAN	http://www.unpan.org/virtual_library-byregion.asp
World Bank (WB)	http://www.worldbank.org/