Public service must be in tune with changes

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TUARAN: Public service must be in tune with the changes in how the society operates as it serves the people.

Electronic government or known as e-government has contributed to vast improvements in public services.

Sabah State Computer Services Department (JPKN) director, Datuk Dr. Minggu Jamai said that e-government or specifically the public service should be improved in many areas.

“We must make quick leap because we are now in the digital era, the fastest in getting information,” he said.

Speaking at the 11th Sabah ICT seminar (SEMIT) at INTAN Campus yesterday, Minggu mentioned that ICT ecosystems changes require all sectors to be smarter especially in capitalising on technology in communication and interaction process with customers effectively.

“Government should realise that the people are now more levering ICT and the government needs to provide more access to all services,” he said.

According to Minggu, public servants must be in the forefront in providing online services.

Meanwhile, Malaysian Cocoa Board chief director, Datuk Norhazni Udin said that the seminar was to improve the online service and to have better collaboration between the state and federal governments.

“This year, with our theme ‘Digital Government, Are We Ready!’, I am sure that strategic joint venture is able to benefit all of us. Accordingly, the technology (online) should become a new vehicle to deliver services,” she added.

Five agencies involved in SEMIT are Malaysian Cocoa Board (LCM), University of Malaysia Sabah (UMS), Sabah State Computer Services Department (JPKN), INTAN Sabah and MAHPU Sabah.

Also present were UMS information technology and Communication Department director, Nor A Haji Haji; Syarifah Ibrahim and ICT MAHPU Sabah deputy director Khunis Sylvester.