

MONITOR

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Enculturating Integrity



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FOSTERING AN ETHICAL CIVIL SERVICE

The Public Service Department had issued a Public Service Circular Number 6 on July 24, 2013 calling for the setting up of an integrity unit in all government agencies. The directive is in line with its aspiration to provide a public service delivery system that is disciplined, efficient and upholds the principles of noble values, ethics and integrity.

Having an integrity unit that is dedicated to upholding noble values in government agencies including the government-link corporations (GLCs) will go a long way in ensuring that their business decisions and processes are ethical and free from corruption and abuse of power.

These integrity units will encourage civil servants to practice high standards of patriotism, superior work culture, uphold noble values and possess a strong sense of morals and ethics.

Government agencies can be classified into three categories according to their exposure and vulnerability to corrupt practices: high-risk, moderate, and low-risk.

The integrity units for government agencies in the high-risk category will be headed by Certified Integrity Officers (CeIOs) from the Malaysian Anti Corruption Commission (MACC) as the integrity management of these organisations will require more effort.

Meanwhile the integrity units for those in the moderate and low-risk categories are to be headed by their own officers who have graduated from the CeIO programme conducted by the Malaysia Anti-Corruption Academy (MACA).

These Chief Integrity Officers will report directly to Minister in the Prime Minister's



MACC Deputy Chief Commissioner (Prevention), Datuk Mustafar Ali addressing the participants of the national-level JITU secretariat meeting.

Department, Datuk Paul Low Seng Kuan and the MACC.

The main function of the integrity unit will be to:

- Promote good values and code of ethics among public servants;
- Prevent criminal misconduct and violation of the code of conduct of public servants;
- Identify and report on abuse of power, corruption, non-compliance of procedure or misconduct; and
- Act as the disciplinary secretariat at Ministry level

It will promote good governance; enhance integrity; identify and verify complaints in regards to criminal misconduct and the violations on the code of conduct and ethics; manage all complaints received; and ensure that compliance and disciplinary procedures are observed.

In a pilot project in 2012, integrity units were initiated in the Immigrations, Road

Transport and Customs Departments, Police (PDRM), and the MACC. However, it was later decided that the police and MACC should maintain their compliance units instead.

Nevertheless, the PDRM has established a Department of Integrity and Standard Compliance or Jabatan Integriti dan Pematuhan Standard (JIPS) to tackle its 'public perception' issues.

Thus far, the Immigrations Department, the Urban Wellbeing, Housing and Local Government Ministry, the Youth and Sports Ministry, the Works Ministry and the Ministry of Science, Technology and Innovation (MOSTI) have set up their integrity units.

Meanwhile, Kedah Menteri Besar Datuk Mukhriz Mahathir, who is very enthusiastic about the move, is making plans to make Kedah the first state to adopt such integrity units to enhance the administration at the local council level.

CEIO PROGRAMME GAINS INTERNATIONAL ATTENTION



CeIO Series 8 graduands

The Malaysia Anti-Corruption Academy (MACA) completed the eighth series of its Certified Integrity Officer (CeIO) Programme, recently. It was also the third CeIO programme conducted in 2014.

Some thirty participants enrolled for the eighth CeIO programme, which started on June 15, 2014. The participants chose Putra World Trade Centre's (PWTC) Business Development Director, Zalidi Rahim, as their group representative.

Apart from the learning the four modules which covers the concept of integrity; the practice of integrity; ethical compliance and monitoring; and how to formulate an integrity plan for an organisation, CeIO participants are required to carry out a community project where the lessons learned in the classroom are put into practice.

According to Zalidi, the group has adopted the motto 'Integrity, Trustworthy and Honesty' as their clarion call during the programme.

For their community project, participants engaged with some thirty students from Universiti Sultan Zainal Abidin (UniSZA) in Terengganu, to conduct eco-tourism related projects at the Kuala Gandah Elephant Sanctuary at Lancang in Pahang, and at Pangkalan Gawi, which is the gateway to Terengganu's Tasik Kenyir. CeIO participants demonstrated to the

students how to promote eco-tourism attractions in an ethical manner in order to preserve the bio-diversity of the environment and the integrity of the local community.

Through such direct exposure, the students learn to appreciate that while eco-tourism should directly benefit the local community in terms of income, it should not adversely affect their way of life.

"This is how we can groom them into integrity champions," Zalidi said.

The group also held a religious forum at a nearby village where a CeIO participant from the Department of Islamic Development Malaysia (Jakim) later delivered the Friday sermon at the local mosque and afterwards led the congregation in their Friday prayers.

The Series 8 CeIO programme culminated with a forum on 'Integriti Dalam Masyarakat: Di Mana Dan Ke Mana Kita?' (Integrity In Society: Where Are We And Where Are We Heading?).

The forum panel comprised Malaysian Institute of Integrity (IIM) Deputy President, Dr A. Bakar Sapon; former Enforcement Agency Integrity Commission (EAIC) Chairman, Datuk Heliliah Mohd Yusof; and renowned motivational speaker and President of the Malaysian Association of

Professional Speakers, Professor Datuk Dr. Sheikh Omar Abdul Rahman. Forum panelists promulgated that in order for the country to achieve a developed nation status as expounded in Vision 2020, we need to carry out our duty and responsibility both as a worker and as a Malaysian citizen in an honest, ethical and efficient manner.

With the closing ceremony for the eighth batch, the CeIO alumni now stand at 291 graduates. The government requires 700 CeIOs to staff the integrity units in all government departments and agencies. This does not include demand from the private sector. On top of that, the CeIO programme has also caught the eye of foreign anti-corruption authorities.

To meet the high demand for integrity officers, the MACA conducts four CeIO programmes for local participants and one for international participants at its campus annually.

The countries that have benefited from the CeIO programme include Singapore, Brunei, Bhutan, Fiji, Papua New Guinea, South Sudan, Bhutan, Zambia, Fiji, the Maldives and Azerbaijan.



CeIO Series 8 class representative, PWTC Business Development Director, Zalidi Rahim

JIPS - POLICING THE POLICE

By Mohd Azhar Ibrahim

On July 25, 2014, Bukit Aman had established the Royal Malaysian Police (PDRM) Department of Integrity and Standard Compliance or Jabatan Integriti dan Pematuhan Standard (JIPS) to enhance the integrity of police personnel and ensure they comply with standard operating procedures when carrying out their duty and responsibilities.

JIPS units are also targeted to be set up at every police contingent and district level.

JIPS Director Datuk Zubaidah Md. Ismail, with the assistance of Deputy Directors Datuk Abdul Ghafar Rajab

(Integrity) and Datuk Ahmad Safian Md. Yassin (Compliance) will monitor and ensure that all police officers and personnel comply with the integrity guidelines set by the PDRM.

"PDRM is currently suffering a negative public perception. My aim is to make the public feel comfortable with the police and feel confident that their complaints and police reports will be handled swiftly, professionally and efficiently," Zubaidah said to Bernama during a JIPS visit to the NKRA Against Corruption recently.

The department aim to clean up the police force and will come down hard

on rogue officers or those charged with dereliction of duty.

The JIPS is fashioned after the New York Police Department's (NYPD) Internal Affairs Bureau (IAB), which regularly conducts random and targeted integrity tests on its officers to keep them constantly on their toes. The NYPD over its long history has experienced periodic problems with brutality, corruption and misconduct committed by its officers. The department had suffered from a negative public perception in the late '70s but managed to overcome the problem by implementing best practices.



JIPS Director Datuk Zubaidah Md. Ismail (extreme left), MACC Deputy Chief Commissioner (Prevention) Datuk Mustafar Ali (second, left) and NKRA Against Corruption Director, Datuk Hisham Nordin (third, right) sharing their points of view during a discussion.



JIPS Director Datuk Zubaidah Md. Ismail (third, right) and Deputy Directors Datuk Abdul Ghafar Rajab (second, right) and Datuk Ahmad Safian Md. Yassin (rear, second right) during a courtesy visit to the NKRA Against Corruption.

Home Minister Datuk Seri Dr Ahmad Zahid Hamidi, who paid a visit to the NYPD recently, said that the IAB's proactive approach to corruption control and investigations is what really sets it apart.

Zahid said he had held talks with former IAB chief Charles Campisi to get the NYPD to share with the PDRM its experience and best practices in fighting corruption and keeping its officers in check.

According to Zubaidah, since its inception the JIPS receives about 40 complaints a day, mainly on police officers not doing their job up to the standard expected of them. These complaints of delays and dereliction of duty inevitably give the perception that there is widespread corruption in the force, when in fact; they are issues that relate to inefficiency.

To keep abreast of the situation, the JIPS chief personally goes through the department's Facebook page where members of the public can air their grouses with the police.

"We are currently focusing on improving the front liners – those police officers

on the beat, in patrol cars, controlling the traffic, and manning the counters at the police stations," she said.

The JIPS director frequently goes round incognito to check up on how these police officers are doing.

There are suggestions that instead of having an in-house unit, the PDRM should emulate the Malaysian Anti-Corruption Commission (MACC) by establishing an independent panel – an Independent Police Complaints and Misconduct Commission (IPCMC) – to monitor and enhance police integrity and performance.

However, as in the New York example, Bukit Aman is of the opinion that the most effective and efficient structure for tackling police corruption is a well-resourced and independent internal investigative police unit.

Staffed by highly experienced police officers who are intimately familiar with PDRM's work culture, the JIPS is best equipped to work out how to identify and collect evidence against venal fellow officers, and mete out the necessary criminal or disciplinary processes.

"PDRM is not only closely monitored by the new Integrity and Standard Compliance Department but also by the MACC and the Enforcement Agency Integrity Commission (EAIC), and more importantly; we are also monitored by the people." Inspector General of Police, Tan Sri Khalid Abu Bakar said.

Nevertheless, PDRM maintains an open-door policy. The JIPS will work closely with the MACC's Anti-Corruption Advisory Board and the Consultation and Corruption Prevention Panel to ensure the effectiveness of its integrity enhancement programme.

The department is empowered to raid police stations and conduct random tests to catch crooked cops. It takes a lot of guts to go against your colleagues or fraternity.

"This is a hot seat that I have. You are policing the police – you are going to generate a lot of heat in the process," Zubaidah said.

Ironically, her unpopularity will be the measure of her success in achieving the department's key performance index (KPI).

'ALI-BABA' BUSINESS AN ACT OF ECONOMIC SABOTAGE

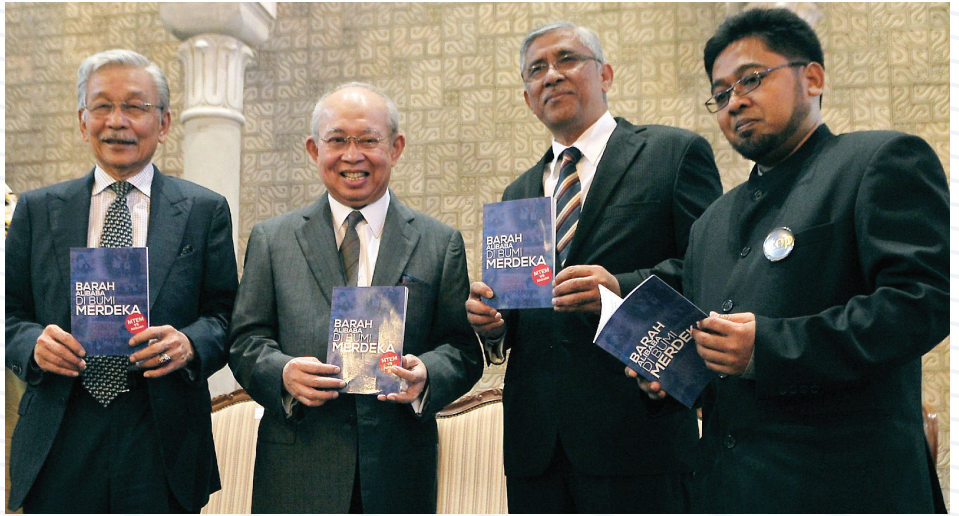
By Mohd Azhar Ibrahim

The Malay Economic Action Council (MTEM) recently organised a forum titled 'Barah Ali Baba di Bumi Merdeka'. Held at the Islamic Science, Technology and Civilisation Centre (ISTAC), panel speakers comprised Gua Musang Member of Parliament, Tengku Razaleigh Hamzah; Malaysian Anti-Corruption Commission (MACC) Commissioner Tan Sri Abu Kassim Mohamed; Senator Tan Sri Dato Abdul Rahim Abdul Rahman; MTEM's Chief Executive Officer Nizam Mahshar; and KPMG consultant, Muazzam Mohamed. They aired their concerns on the rampant rent-seeking among bumiputra enterprises – especially in the construction sector.

Bumiputra contractors sign away their projects to subcontractors who would then cut corners or bribe their way through to complete these projects. Inevitably, this leads to shoddy work or abandoned projects that require additional government funding to complete.

In his keynote address, Tengku Razaleigh said the phenomenon of bumiputra contractors securing government contracts through know-who rather than know-how and outsourcing the project for short-term gain, has plagued the government for a long time. "The 'Ali-Baba' syndrome exists when there is corruption or abuse of power by those entrusted with implementing government policies," Tengku Razaleigh said. Inferior quality, poor workmanship, cost overrun and delay in completion, have not only caused consumer dissatisfaction; they leave a bad impression on bumiputera entrepreneurs, he added.

Senator Tan Sri Dato Abdul Rahim Abdul Rahman who founded one of Malaysia's largest real estate consultancy firms, urged for an effective monitoring mechanism for bumiputra contractors. Abdul Rahim noted that corruption is particularly rampant in the licencing agencies.



Left to right : Senator Tan Sri Dato Abdul Rahim Abdul Rahman, Gua Musang Member of Parliament, Tengku Razaleigh Hamzah, (MACC) Commissioner Tan Sri Abu Kassim Mohamed and MTEM's Chief Executive Officer Nizam Mahshar.

Meanwhile, MTEM's Chief Executive Officer Nizam Mahshar called for a thorough audit to verify the Bumiputra Status of any Malay company bidding for a government project. 'Ali-Baba' is a form of economic sabotage; unscrupulous individuals who indulge in rent-seeking are undermining the government's effort," Nizam said. Nizam also noted that many bumiputra entrepreneurs succumb to immediate gratification instead of ploughing back profits into their businesses.

KPMG Malaysia consultant, Muazzam Mohamed revealed that the company's survey on 'Fraud, Bribery and Corruption' among public-listed companies revealed that 71 percent of the respondents believed bribery is essential in winning or retaining business. This can be in the form of cash, entertainment or expensive gifts.

Coming from people who are chief financial officers (CFOs), chief operating officers (COOs), financial controllers and heads of internal audit of, such sentiment does not sit well with Government Transformation Programme (GTP) and Economic Transformation Programme (ETP).

Corruption increases the cost of doing

business by a whopping 25 percent. This is passed down to the consumers at the end of the supply chain. Despicable as it is, rent-seeking does not constitutes corruption as defined under the MACC Act. In the eyes of the law an 'Ali-Baba' business transaction is not illegal. At least not yet.

Against this backdrop, MACC Chief Commissioner, Tan Sri Abu Kassim urged corporate bodies and business entities to sign a Corporate Integrity Pledge (CIP) with the MACC. The CIP is a voluntary a unilateral declaration against corrupt practices. By signing the CIP the company is effectively saying it has a zero-tolerance stance to corruption and will support MACC's corruption prevention initiatives to create a highly principled and ethical business environment. To date 472 public and private sector companies including non-government organisations (NGOs) have signed the CIP.

Nevertheless, Abu Kassim believes it is time to criminalise rent-seeking. In this respect, the MACC has submitted its proposal to amend the MACC Act to Parliament for deliberation, Abu Kassim said.

