

# BUDAYA KERJA KELAS PERTAMA



**PEMIKIRAN KRITIS, KREATIF  
DAN INOVATIF**

# TOPIK YANG DIBINCANG

- MINDA KELAS PERTAMA
- PEMIKIRAN KRITIS, KREATIF DAN INOVATIF
- PERKONGSIAN MELALUI *CASE STUDY*
- AKTIVITI



“Mahu tidak mahu para penjawat awam mesti berfikir di luar lingkungan kotak. Saya tidak mahu budaya *automation* menjadi satu hakikat kehidupan dalam sektor awam. Kita seharusnya **berfikiran kritis** dan konstruktif dalam menunaikan tanggungjawab dan amanah **dengan mencari penyelesaian-penyelesaian kreatif dan inovatif di luar kelaziman”**

**YAB Perdana Menteri  
Majlis MAPPA XI  
9 Mac 2010**

# BUDAYA KERJA KELAS PERTAMA

- MINDA KELAS PERTAMA

- MEMILIKI 3 ELEMEN

  - CARA BERFIKIR, CARA MENGURUS EMOSI & CARA BERTINDAK

- FIRST WORLD INFRASTRUCTURE, BUT THIRD WORLD MENTALITY



**FIRST WORLD  
INFRASTRUCTURE  
BUT  
THIRD WORLD  
MENTALITY**



# BUDAYA KERJA

<b>PERKARA</b>	<b>BERMINDA KELAS PERTAMA</b>	<b>BUKAN BERMINDA KELAS PERTAMA</b>
<b>KERJA</b>	Sukarela dan menawar diri	Diarah dan selalu disuruh
<b>HASIL KERJA</b>	Sentiasa ingin memperbaiki	Mudah puas hati
<b>PELUANG</b>	Mencari dan merebut peluang	Suka tunggu dan lihat
<b>KEMUDAHAN</b>	Memelihara dan memudahkan	Merosakkan dan menyusahkan
<b>KEBAJIKAN</b>	Mengutamakan orang lain lebih dari diri sendiri	Mementingkan diri sendiri

# Daily Express: Nov 6, 2019

Come out of their comfort zones & start thinking outside the box to find solutions to problems in creative and innovative ways

Need to innovate to create something new, to the skills of imagination that leads to improved customers service delivery systems

Innovative culture in strengthening the public service delivery system

## Be critical, constructive in carrying out duties: State Sec

KOTA KINABALU: Every member of the public service must be critical and constructive in carrying out the entrusted responsibilities.



State Secretary Datuk Seri Hashim Pajian (pic) said civil servants should come out of their comfort zones and start thinking outside the box to find solutions to problems in creative and innovative ways.

He said all civil service employees need to innovate to create something new through the skills of imagination that leads to improved customer service delivery systems.

"Various initiatives need to be planned to raise awareness on the importance of innovation culture in strengthening the public service delivery system and enhancing Sabah's economy.

"As such, the State Deputy Secretary (Administration) and Administrative and Management Modernisation Unit of Malaysia (Mampu) offices have been tasked with coordinating and organising the Sabah Public Sector Innovation Award Programme.

Hashim said this at the Sabah Public Sector Innovation Awards 2019 officiated by Chief Minister Datuk Seri Mohd Shafie Apdal at the Central Bankusi Hall, Sabah

State Administrative Centre, here.

His speech was delivered by Federal State Secretary Datuk Samsuni Mohd Nor.

He also expressed his gratitude for the efforts and commitment of all involved and hoped the innovation products produced could contribute to improving the quality of the organisation's service delivery system.

Among the awards being contested were the Local Authority Innovation Award which was won by the Tambunan District Council, the Office of the Cheerful Office Innovation Award and Best Counter of the Year by the Tawau Municipal Council, while for the federal level it was awarded to Mampu Sabah.

Sabah Federal Secretary won the Physical Security Innovation and Records Management Award category, while the federal level of ICT Culture Award was awarded to the University of Malaysia Data and Information Management Centre.

Kota Kinabalu City Hall (DBKK) brought home two awards through their "DBKK E-Services" project, the State-level ICT Cultural Innovation Award and the State Secretary Special Innovation Award.

Meanwhile, Queen Elizabeth II Hospital also received two awards – Financial Management Innovation Award and Federal Secretary Innovation Special Award through the "Mobi X Shield" project.



# PEMIKIRAN KREATIF, PEMIKIRAN KRITIS DAN INOVASI

## • **Pemikiran Kreatif**

PEMIKIRAN  
YANG  
MENERBITKAN  
IDEA



## • **Pemikiran Kritis**

MEMBUAT  
PENILAIAN  
KE ATAS  
SESUATU IDEA



INOVASI ADALAH  
PENAMBAHBAIKAN IDEA





A close-up photograph of a light blue puzzle. One piece is missing, revealing a red piece underneath. The puzzle pieces are interlocking and have a slightly raised, embossed texture. The red piece is positioned in the center-left of the frame. A teal-colored speech bubble with a diagonal line pattern is overlaid on the right side of the image, containing the text.

**ATTITUDE IS A  
FRAME OF MIND**

**ATTITUDE IS  
A FRAME  
OF MIND**



# APA ITU BERFIKIR?



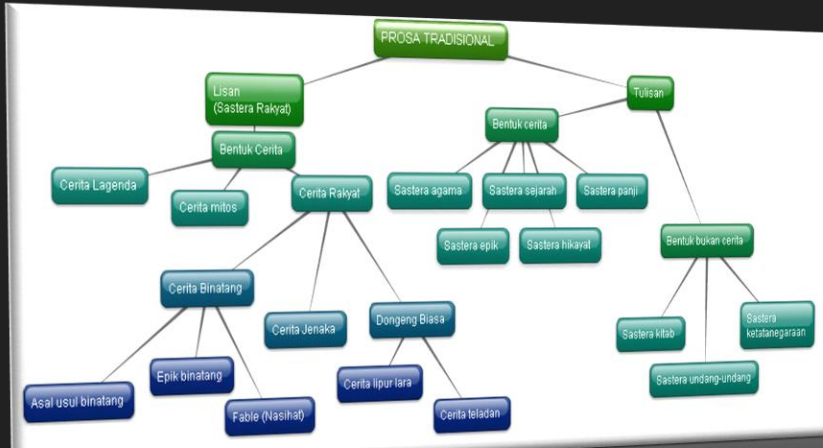
Sikap ingin tahu



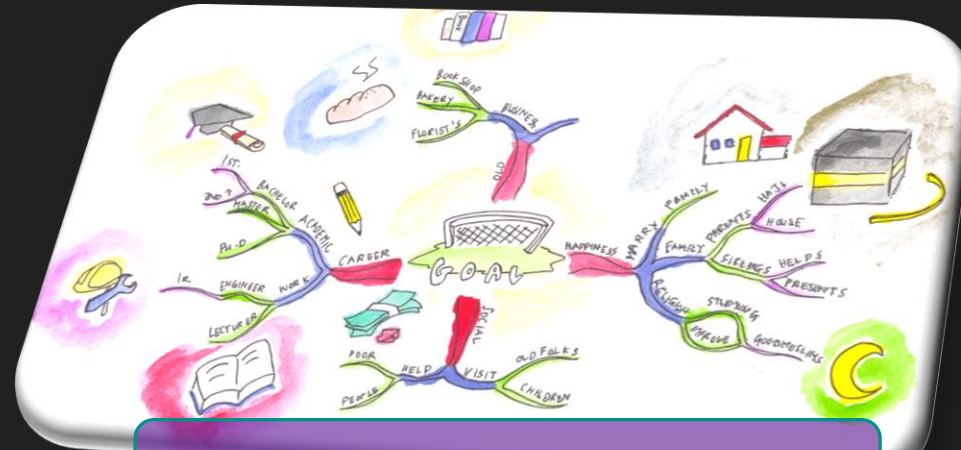
Pemikir yang hebat



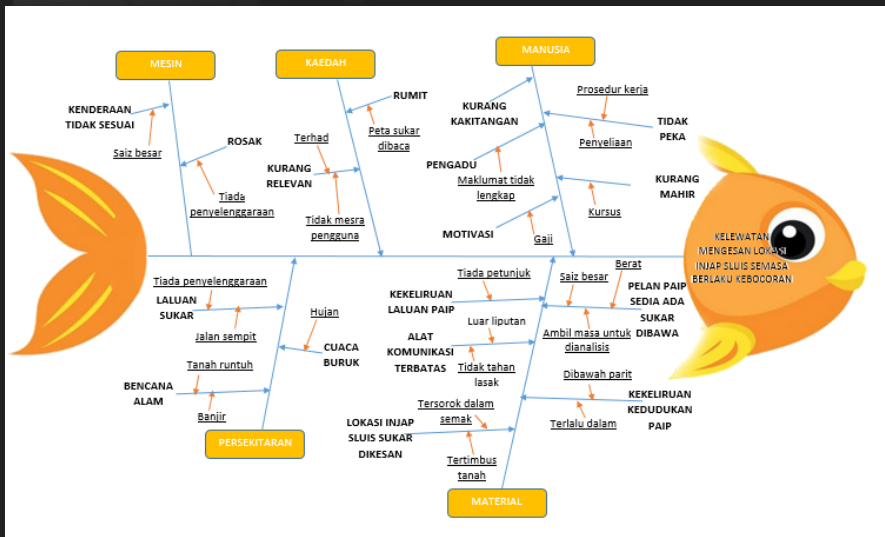
# ALAT BANTUAN BERFIKIR



Peta minda bentuk urutan



Peta minda bentuk lakaran



Teknik Fishbone / Ishikawa Diagram



Teknik 5W + 1H



# ALAT BANTUAN BERFIKIR



SIX THINKING HATS



KAIZEN



TEKNIK PDCA

Problem: Ran through a red light.

Why?

Late for work.

Why?

Woke up late.

Why?

Alarm clock broke.

Why?

Didn't check if it worked.

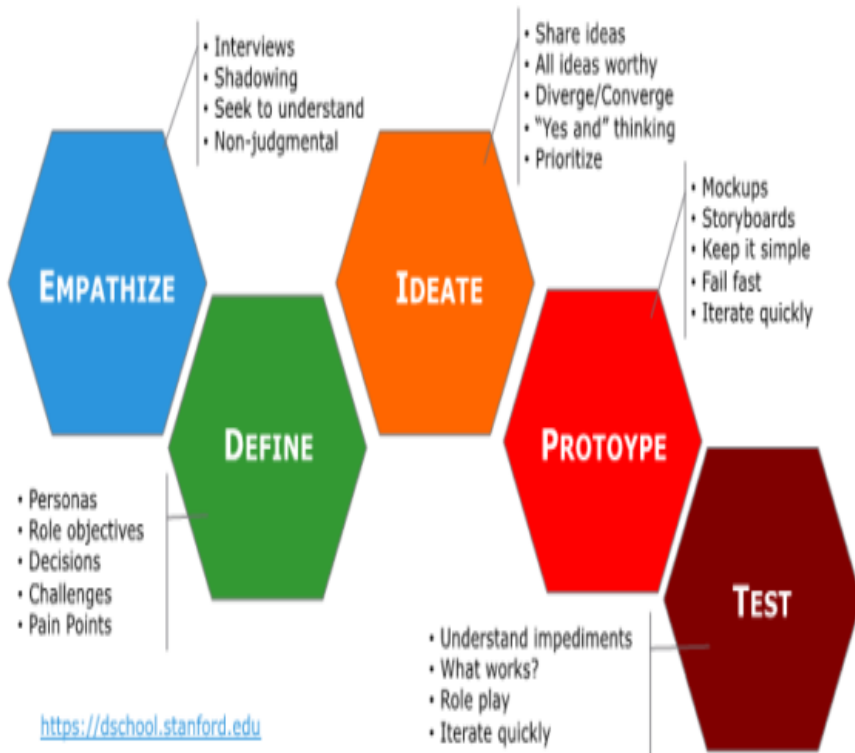
Why?

Forgot to do it last night.

THE 5 WHY

# HORIZON BAHARU KUMPULAN INOVATIF KREATIF (KIK)

## Stanford d.school Design Thinking Process



DESIGN THINKING

### Eliminate

Which factors that the industry has long competed on should be eliminated ?

### Reduce

Which factors should be reduced *well below* the industry's standard?

### Raise

Which factors should be raised *well above* the industry's standard?

### Create

Which factors should be created that the industry has never offered?

BLUE OCEAN STRATEGY

# “BERFIKIR DI LUAR KOTAK”



*I made what I  
and he got me  
Would you like  
innocuous! —*

**in-no-vate** /'inəvət/

ideas, inventi

**in-no-va-tion** /,ɪnə'væʃən/

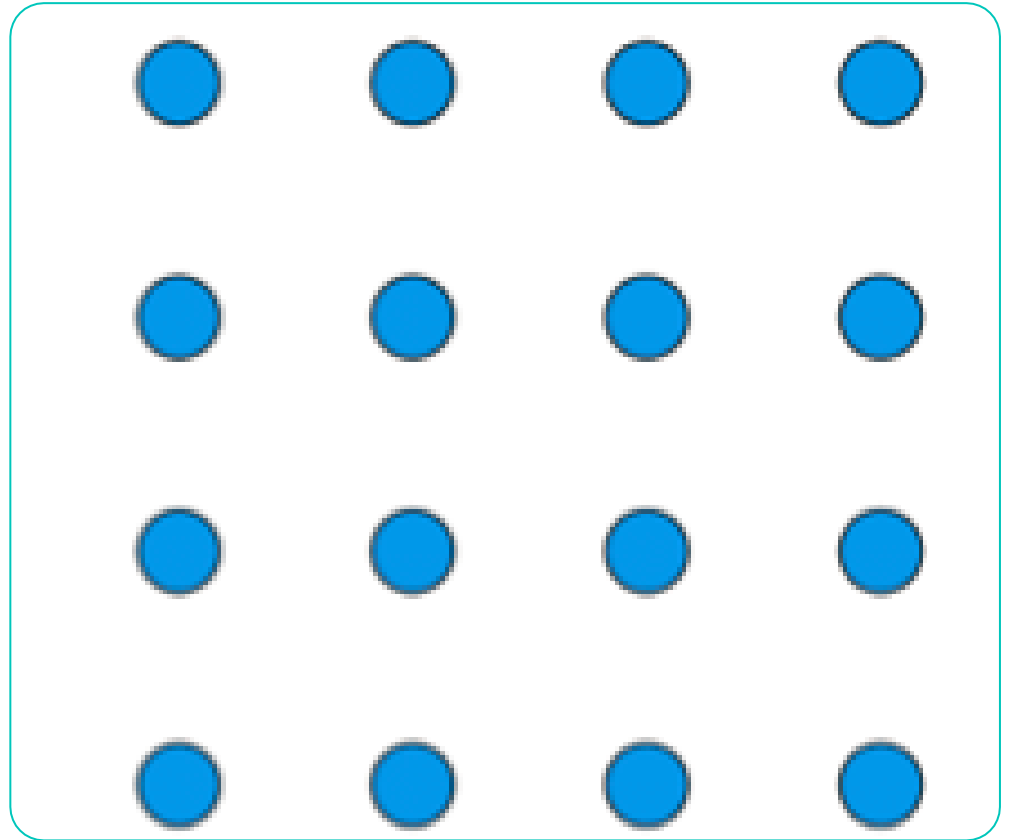
invention: rec

(U) the interest

... ..



6 Garisan  
tanpa  
putus







Ciptaan  
baru

Ciptaan  
proses  
baru

Beri nafas  
baru

Ubah  
tanggap  
an orang  
lain

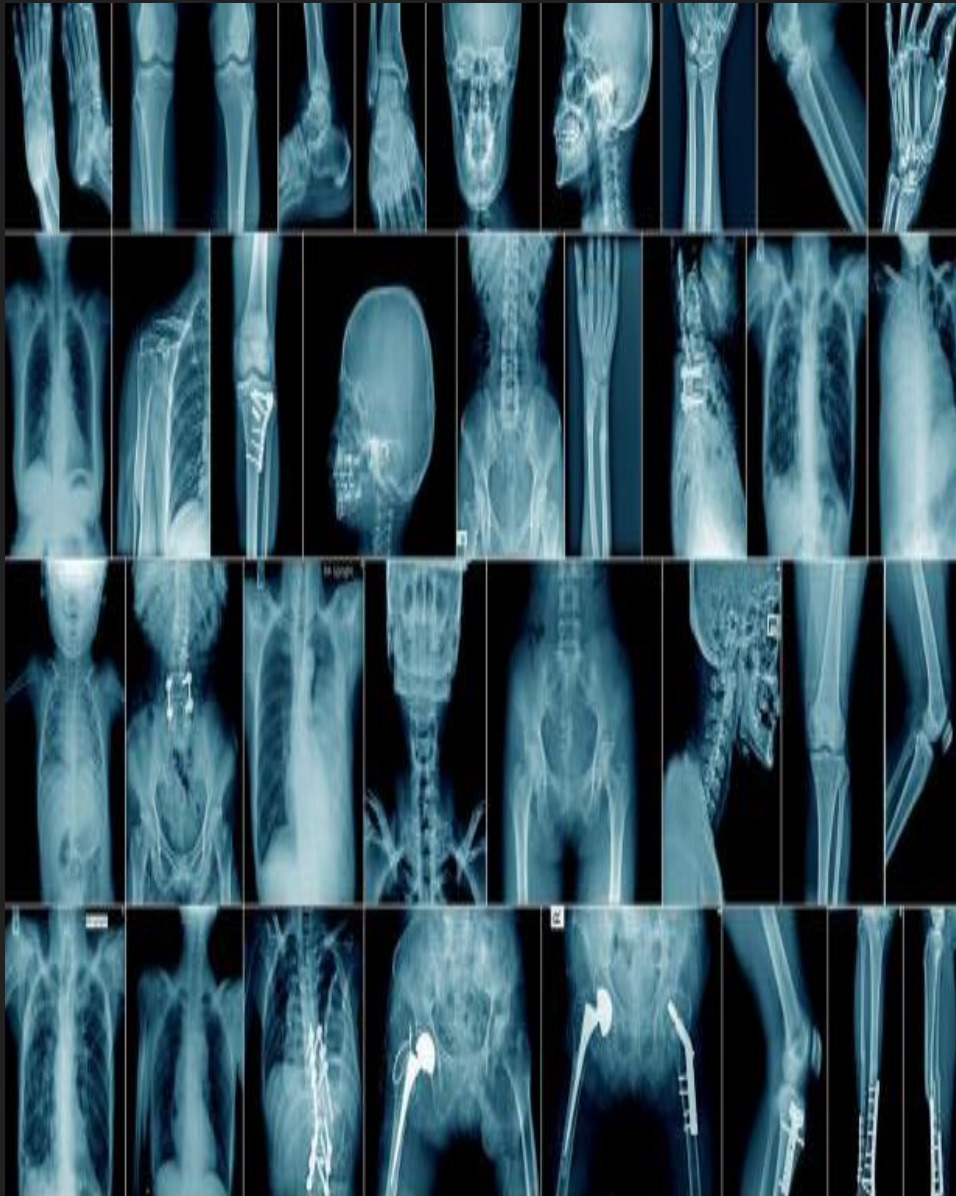
**KREATIVITI ?**



# PEMIKIRAN KRITIS, KREATIF & INOVATIF



# X-RAY







**KRITIS, KREATIF & INOVATIF  
PAK SUMAN – X-RAY KOMPANG**



# BEKALAN ELEKTRIK ENCIK HAMID ZASMIN



# SAXOPHONE



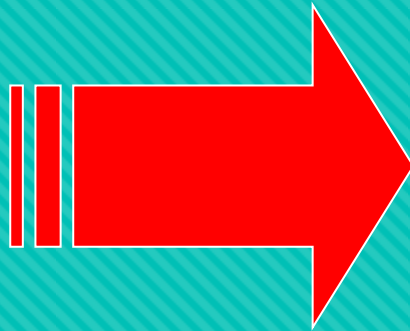
# PEMIKIRAN KRITIS, KREATIF & INOVATIF





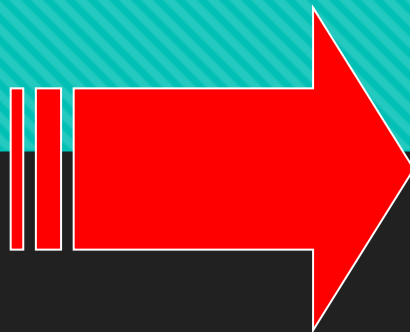
# CASE STUDY 1

**TEMA  
PROJEK**



Meningkatkan  
kecekapan  
perkhidmatan melalui  
inovasi.

**OBJEKTIF  
PROJEK**



Membentuk Sistem  
Kawalan Yang Lebih  
Sistematik Bagi Merawat  
Air Yang Bersih Dan  
Selamat Digunakan





<p><b>WHAT?</b> Apa yang berlaku?</p>	<p>Tiada amaran awal tentang kekeruhan air.</p>
<p><b>WHERE?</b> Di mana ianya berlaku?</p>	<p>Di Loji air Kg keningau, Keningau</p>
<p><b>WHEN?</b> Bila masalah ini berlaku?</p>	<p>Kekeruhan air disebabkan banjir, pencemaran sungai dan sistem pengedosan bahan kimia yang tidak berjadual.</p>
<p><b>WHY?</b> Kenapa masalah ini berlaku?</p>	<p>Tiada sistem amaran awal yang lebih efisien.</p>
<p><b>WHO?</b> Siapa yang terlibat?</p>	<p>Kakitangan yang bertanggungjawab menjaga Loji air Kg Keningau.</p>
<p><b>HOW?</b> Bagaimana masalah ini boleh diselesaikan?</p>	<p>Dengan menambahbaik sistem mengesan kekeruhan air dengan menambah fungsi amaran awal.</p>



# Analisa Faedah dan Kos

## Sebelum cadangan penyelesaian

Apabila air keruh terlepas masuk ke sistem loji, air tersebut perlu dibuang menyebabkan pembaziran kos dan masa.

Kos penggunaan masa (ujian kekeruhan) – setiap sejam.

Petugas bergantung sepenuhnya kepada alat HACH

Perlanggaran piawaian NTU air terawat selalu berlaku

## Selepas penyelesaian

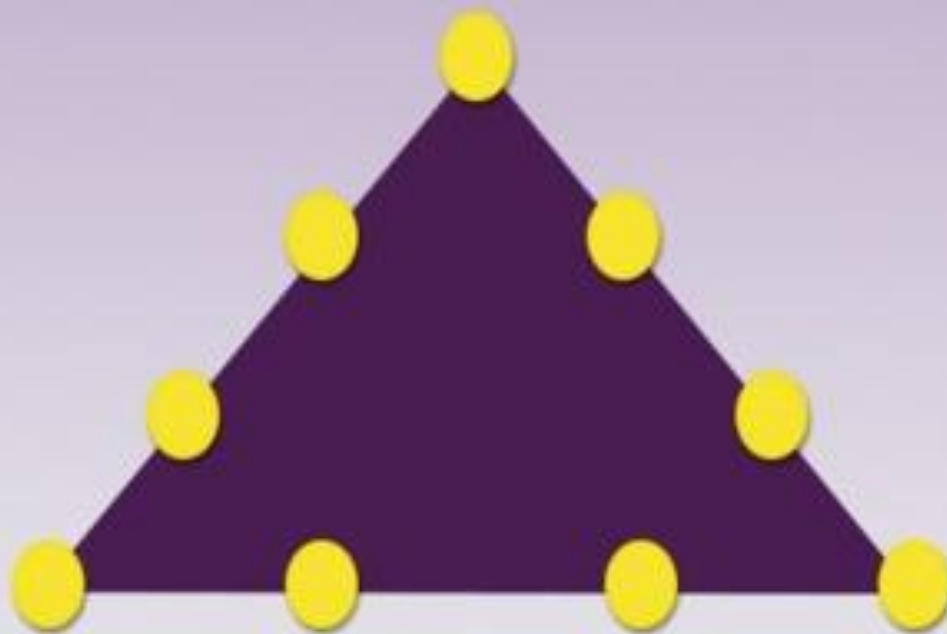
Air keruh tidak terlepas dalam sistem untuk dibekalkan kepada pengguna.

Ujian kekeruhan - tiga jam

Petugas dapat memberi ruang masa untuk membuat tugas-tugas lain selain daripada rawatan air.

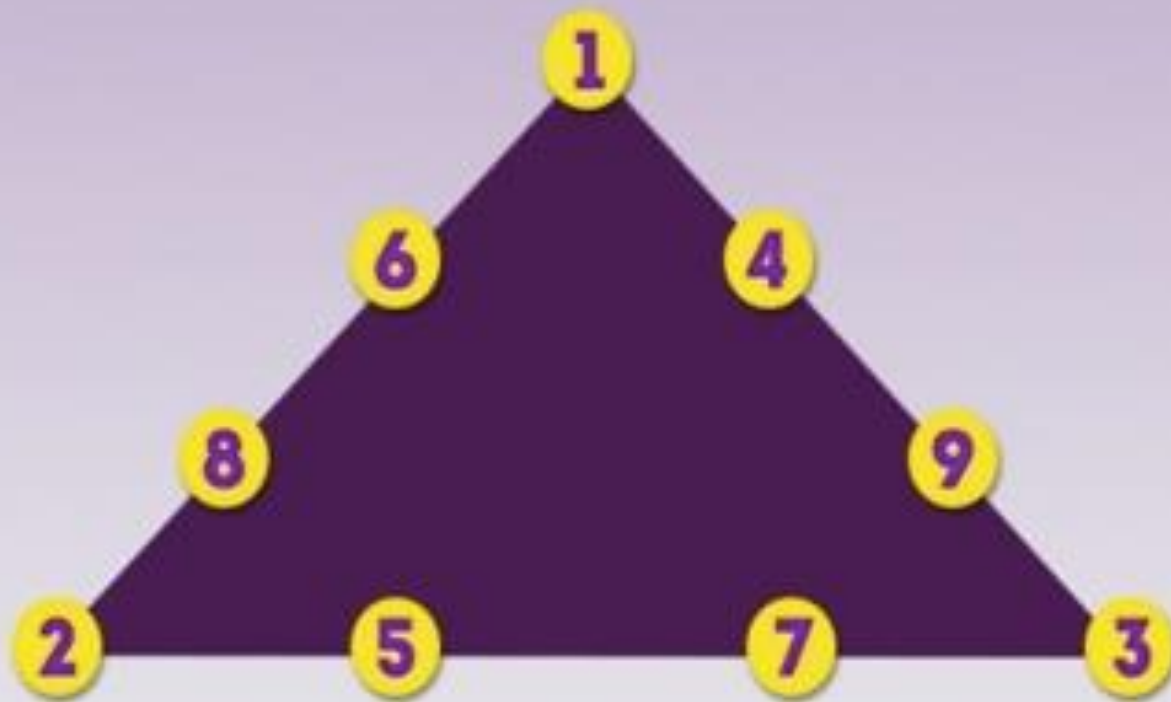
Tidak berlaku perlanggaran secara ketara.

**PLACE THE NUMBERS FROM 1 TO 9  
SO THAT THE SUM ON EACH SIDE  
OF THE TRIANGLE IS EQUIVALENT TO 17.**





# THE ANSWER:



# CASE STUDY 2



**MASALAH:**  
**KELEWATAN MENGESAN LOKASI INJAP  
SLUIS SEMASA BERLAKU KEBOCORAN  
PAIP**

## KELEWATAN :

Masalah kelewatan yang melebihi tempoh masa 72 jam yang sering dihadapi oleh kakitangan Unit Kecemasan dan Kebocoran semasa menyelesaikan aduan yang diterima daripada pelanggan

## MENGESAN :

Rutin kerja yang dilaksanakan oleh kakitangan Unit Kecemasan dan Kebocoran untuk mengetahui lokasi injap sluis semasa menyelesaikan masalah kebocoran..

## LOKASI INJAP SLUIS :

Lokasi injap sluis yang telah ditentukan semasa proses rekabentuk projek pemasangan paip di sesuatu tempat.

## KEBOCORAN PAIP :

Kebocoran (*leakage*) adalah kehilangan air akibat paip yang bocor sama ada dengan cara sengaja atau cara tindakan terkawal sehingga menyebabkan kerugian.

# DEFINISI MASALAH

## 5W 1H

**WHAT?**

APA YANG  
BERLAKU?

LOKASI INJAP  
SLUIS SUKAR  
DIKESAN

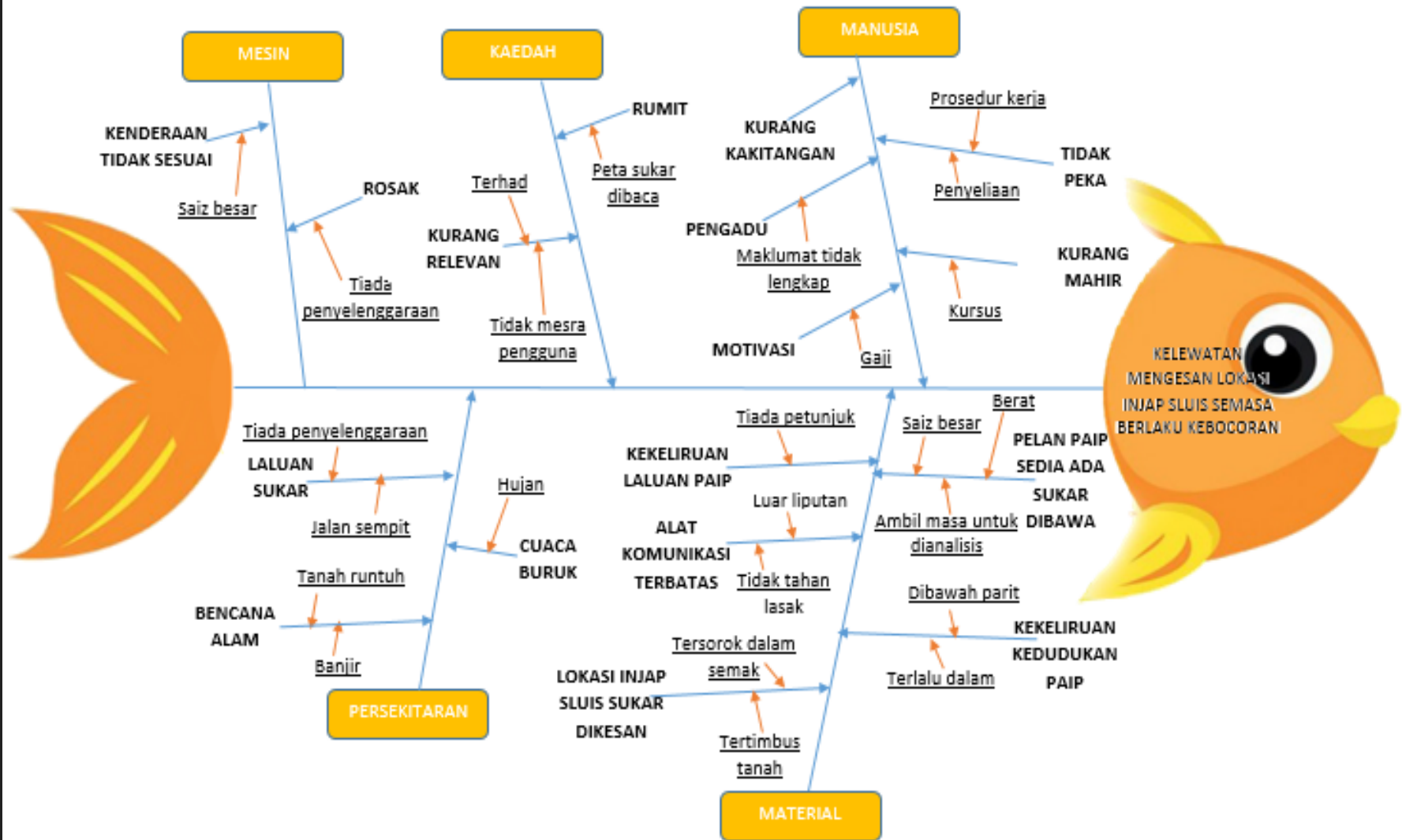
**WHEN?**

BILA MASALAH  
TERSEBUT BERLAKU?

APABILA  
BERLAKU  
KEBOCORAN  
PAIP



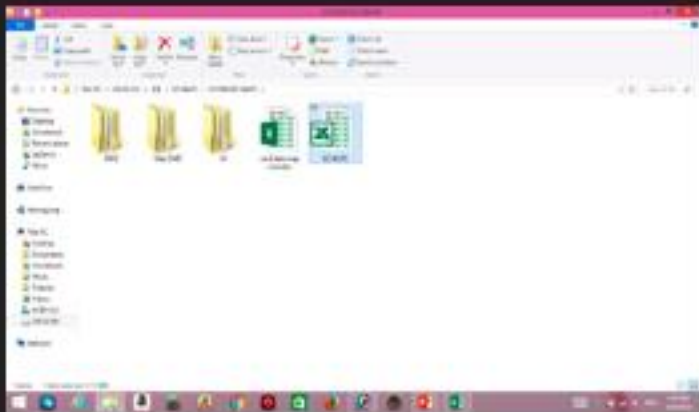
# RAJAH ISHIKAWA 1



# Cadangan penyelesaian

**MEWUJUDKAN PEMETAAN YANG  
RINGKAS DAN MUDAH DIFAHAMI**

# APLIKASI "EZ MAPS"



APLIKASI "EZ MAPS" DIBUKA



21	TAMARIS GOLF VIEW	1100	5.84042	116.103203	<a href="#">click here for map</a>
22	TAMARIS LANDMARK	1101	5.95056	116.09905	<a href="#">click here for map</a>
23	TAMARIS PERSARAN BUNDARAN	1102	5.954818	116.099025	<a href="#">click here for map</a>
24	TAMARIS FARMOSA	1103	5.836421	116.106113	<a href="#">click here for map</a>
25	TAMARIS KEMAYAN	1104	5.830051	116.096034	<a href="#">click here for map</a>
26	TAMARIS SINCO	1105	5.811626	116.092514	<a href="#">click here for map</a>
27	WONG FOOK COMMERCIAL CENTRE	1106	5.827094	116.086614	<a href="#">click here for map</a>
28	WU INDUSTRIAL	1107	5.820061	116.093422	<a href="#">click here for map</a>
29	BUNDUKI SQUARE	1108	5.82074	116.081454	<a href="#">click here for map</a>
30	BANGSA BARU PENAWANG	1109	5.827981	116.087196	<a href="#">click here for map</a>
31	TAMARIS WOODS TOWERING	1110	5.811591	116.088255	<a href="#">click here for map</a>
32	TOWERING INDUSTRIAL AREA	1111	5.811676	116.088571	<a href="#">click here for map</a>
33	KO WOODS BARU	1112	5.828385	116.088548	<a href="#">click here for map</a>
34	TAMARIS SAFARI	1113	5.838005	116.088116	<a href="#">click here for map</a>

KOD DMZ DIKENALPASTI BERDASARKAN LOKASI KEBOCORAN



LOKASI DAN KOORDINAT SV YANG TERDEKAT DIKENALPASTI DAN KEMUDIANNYA DI JEJAK MENGGUNAKAN GOOGLE MAPS



KOD DMZ DIKETIK DALAM PELAN "EZ MAPS" DAN LOKASI SV YANG TERDEKAT DIKENALPASTI



# APLIKASI “EZ MAPS”



**SETELAH SV DITUTUP, KERJA –  
KERJA PEMBAIKAN SEGERA  
DILAKSANAKAN OLEH PIHAK  
KONTRAKTOR JANS**

**SETELAH KERJA – KERJA  
PEMBAIKAN SELESAI  
DILAKSANAKAN, INJAP SLUIS  
DIBUKA SEMULA DAN  
PENGGUNA DIMAKLUMKAN**



# CASE STUDY 3

## MASALAH SISA MAKANAN

- Masalah tempat pembuangan
- Kos pengangkutan
- Bahan pencemaran





# PROTOTAIP











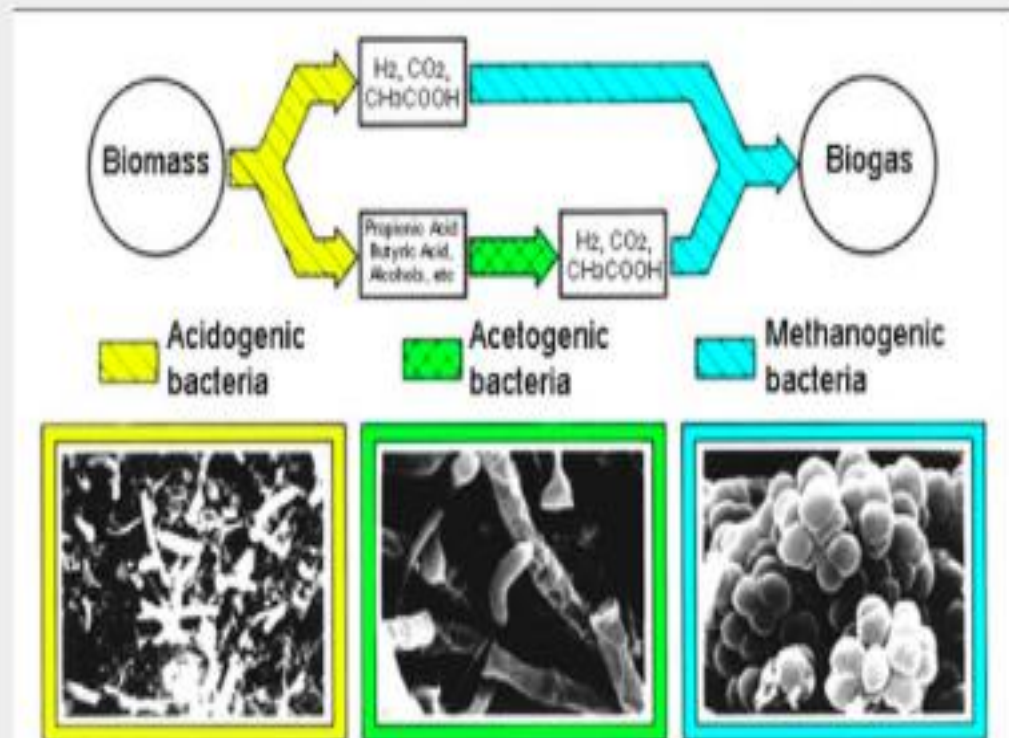




# KREATIVITI ?



## Anaerobic Digestion Process







# KREATIVITI ?

## ○PENYELESAIAN SISA MAKANAN

- Masalah tempat pembuangan
- Kos pengangkutan
- Bahan pencemaran
- We get cooking gas from food waste
- Biofertilizers



# Adakah Anda Kreatif?







# SPAGHETTI BRIDGE CHALLENGE

## ARAHAN

- Masa 30 minit
- 5 inci tinggi



**ALL THE BEST TEAM**

# DOUBLE UP THE SWIMMING POOL

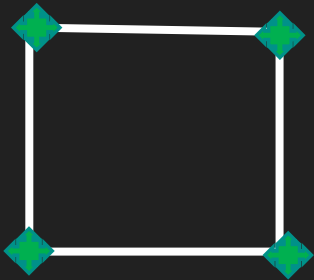
## INSTRUCTIONS



It requires creativity, innovation and thinking outside the box.

Time allowed: 10 minutes

1. One rich man has a swimming pool. There are 4 palm trees at the corner of his swimming pool. He wants to double the size of his swimming pool without cutting of the trees.



# BLOOMBERG 2019 INNOVATION INDEX

## World's Most Innovative Economies

South Korea, Germany lead the index in 2019

Innovation score



# BLOOMBERG 2019 INNOVATION INDEX

## Bloomberg 2019 Innovation Index

2019 Rank	2018 Rank	YoY Change	Economy	Total Score	R&D Intensity	Manufacturing Value-added	Productivity	High-tech Density	Tertiary Efficiency	Researcher Concentration	Patent Activity
1	1	0	S. Korea	87.38	2	2	18	4	7	7	20
2	4	+2	Germany	87.30	7	3	24	3	14	11	7
3	7	+4	Finland	85.57	9	16	5	13	9	8	5
4	5	+1	Switzerland	85.49	3	4	7	8	13	3	27
5	10	+5	Israel	84.78	1	33	8	5	36	2	4
6	3	-3	Singapore	84.49	13	5	11	17	1	13	14
7	2	-5	Sweden	84.15	4	15	9	6	20	5	25
8	11	+3	U.S.	83.21	10	25	6	1	43	28	1
9	6	-3	Japan	81.96	5	7	22	10	39	18	10
10	9	-1	France	81.67	12	41	13	2	11	20	15
11	8	-3	Denmark	81.66	8	21	15	12	19	1	28
12	12	0	Austria	80.98	6	11	12	24	8	9	18
13	14	+1	Belgium	80.43	11	26	10	9	41	16	9
14	13	-1	Ireland	80.08	32	1	1	16	15	14	38
15	16	+1	Netherlands	79.54	16	29	21	7	42	12	12
16	19	+3	China	78.35	14	13	47	11	6	39	2
17	15	-2	Norway	77.79	17	49	23	15	17	10	11
18	17	-1	U.K.	75.87	20	45	26	14	5	21	19
19	18	-1	Australia	75.38	19	56	17	20	18	15	6
20	22	+2	Canada	73.65	22	39	27	22	31	19	8
21	20	-1	Italy	72.85	24	22	20	19	29	29	26
22	21	-1	Poland	69.10	36	20	40	18	16	38	37
23	24	+1	Iceland	68.41	15	36	2	-	46	4	17
24	23	-1	New Zealand	68.12	26	35	19	32	32	23	29
25	28	+3	Czech Rep.	68.09	21	6	29	47	38	22	22
26	26	0	Malaysia	67.61	23	9	46	21	37	40	41
27	25	-2	Russia	66.81	33	37	51	25	10	24	30
28	32	+4	Luxembourg	66.37	29	47	3	48	58	6	3
29	35	+6	Romania	64.78	55	18	32	23	24	47	24
30	29	-1	Spain	64.52	31	27	30	43	12	26	44
31	NR	-	Slovenia	64.11	18	8	25	42	2	17	60
32	27	-5	Hungary	63.05	30	12	50	26	50	33	50
33	33	0	Turkey	62.89	38	23	42	36	27	48	16
34	30	-4	Portugal	62.79	28	34	37	45	4	25	51
35	31	-4	Greece	62.05	34	52	44	27	21	32	47



# KENAPA PERLU BERFIKIR SECARA KRITIS DAN INOVATIF?

- Jimat kos
- Jimat masa
- Tingkatkan kualiti
- Tingkatkan prestasi
- Mudahkan kehidupan

# FAEDAH KEPADA ORGANISASI



# FAEDAH KEPADA PERKHIDMATAN AWAM







**KNOWLEDGE IS THE TOOLBOX  
FOR IMAGINATION**