



PERBADANAN PRODUKTIVITI MALAYSIA (MALAYSIA PRODUCTIVITY CORPORATION)

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(Badan Berkanun di bawah Kementerian Perdagangan Antarabangsa dan Industri – MITI)



SIRIM
ISO 9001:2015
CERT. NO : QMS 00547

MPC.100-16/1/2

18 Februari 2021

Puan Romaiza AB Rahman
15, Jalan SE6, Park Villa
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Selangor.

PELANTIKAN SEBAGAI PROFESIONAL EDITOR BAGI PENERBITAN LAPORAN PRODUKTIVITI 2021

Dengan segala hormatnya, saya merujuk kepada perkara di atas.

2. Perbadanan Produktiviti Malaysia (MPC) merupakan agensi di bawah Kementerian Perdagangan Antarabangsa dan Industri (MITI) tertakluk kepada Akta MPC 1966, dimana MPC perlu melaporkan setiap tahun kepada Menteri mengenai kemajuan dan masalah bagi meningkatkan Produktiviti pada peringkat sektor dan industri dalam negara serta membuat syor penambahbaikan.

3. Untuk makluman, MPC sedang dalam pelaksanaan bagi penerbitan Laporan Produktiviti 2021 yang bertemakan *Recovery and Revitalisation of Productivity During COVID-19 Pandemic* dan dijangka akan diterbitkan pada Mei 2021. Objektif penerbitan laporan ini adalah seperti berikut:

- i. Analisis yang komprehensif mengenai trend prestasi produktiviti dan pemacu utama pertumbuhan produktiviti di peringkat nasional, sektoral dan perusahaan;
- ii. Laporan yang mengkaji kesan pandemik Covid 19 terhadap prestasi produktiviti; dan
- iii. Sebagai rujukan kepada pembuat dasar, pemegang taruh, Kementerian dan agensi, persatuan industri dan industri dalam mengembangkan strategi untuk meningkatkan produktiviti.

4. Sehubungan itu, puan adalah dilantik sebagai Profesional Editor Laporan Produktiviti 2021 bagi membantu melancarkan lagi penerbitan laporan ini. Bersama-sama ini disertakan Terma Rujukan (TOR) dan borang setuju terima seperti di Lampiran 1. Sekiranya puan bersetuju dengan lantikan ini, mohon kerjasama untuk mengembalikan borang setuju terima selewat-lewatnya pada 23 Februari 2021.
5. Bagi sebarang pertanyaan atau maklumat lanjut puan boleh berhubung dengan Encik Zaffrulla Hussein di talian 013-3413195 / emel: zaff@mpc.gov.my atau Puan Nurul Ain Alia Abdullah Zawawi di talian 019-3323312 / emel: alia@mpc.gov.my.
6. Segala kerjasama, perhatian dan sokongan pihak puan dalam menjayakan program ini amatlah dihargai.

Sekian, terima kasih.

"BERKHIDMAT UNTUK NEGARA"
"MEMACU PRODUKTIVITI NEGARA"

Saya yang menjalankan amanah,



(SUHAIMI HAMAD)
Pengarah
Perbadanan Produktiviti Malaysia (MPC)

TERMA RUJUKAN (TOR)
PROFESIONAL EDITOR PENERBITAN LAPORAN PRODUKTIVITI 2021

1. LATAR BELAKANG

Perbadanan Produktiviti Malaysia (MPC) merupakan agensi di bawah Kementerian Perdagangan Antarabangsa dan Industri (MITI) tertakluk kepada Akta MPC 1966, di mana MPC perlu melaporkan setiap tahun kepada Menteri mengenai kemajuan dan masalah bagi meningkatkan Produktiviti pada peringkat sektor dan industri dalam negara serta membuat syor penambahbaikan.

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2. OBJEKTIF PELANTIKAN

Pelantikan editorial adalah diperlukan untuk membantu menyemak, mengesyor dan mengesahkan ketepatan penggunaan input dalam menghasilkan Laporan Produktiviti 2021 bagi terus mengekalkan kualiti dan menambahbaik pelaporan untuk bacaan umum.

3. SKOP PERKHIDMATAN

Skop perkhidmatan adalah seperti berikut:

- i. Semakan teknikal berkenaan ulasan ekonomi dan produktiviti bertepatan dengan metodologi dan polisi negara.
- ii. Menyusun, menambahbaik dan memastikan ketepatan penggunaan data dan sumber rujukan adalah tepat;
- iii. Menyusun, menambahbaik ketepatan dan kesesuaian isu, cabaran dan cadangan penambahbaikan yang dilaporkan;
- iv. Memastikan pelaporan mencapai objektif dan selari dengan fungsi dan aktiviti MPC dan hasrat kerajaan;
- v. Merangka dan cadangan susun atur bahan penulisan;
- vi. Menambah maklumat bagi penerbitan sekiranya perlu; dan
- vii. Memperkemaskan dan menyelaraskan penyuntingan kandungan laporan;
- viii. Menilai (*review*) keseluruhan laporan sebelum cetakan di buat
- ix. Membantu menilai dan cadangan penambahbaikan layout dan artwork laporan

- i. Bersetuju untuk hadir dan menyertai semua sesi perbincangan yang telah dijadualkan;
- ii. Bersetuju dan memberi komitmen untuk menjalankan perkhidmatan sehingga tamat mengikut terma rujukan; dan
- iii. Bersetuju dengan kadar bayaran yang telah ditetapkan (kadar ini termasuk kos perjalanan & pengangkutan).

- i. Deraf Pertama Laporan Produktiviti 2021 dalam salinan *softcopy*
- ii. Deraf Akhir Laporan Produktiviti 2021 dalam salinan *softcopy*
- iii. *Chairman Statement* dan *Minister Message* dalam salinan *softcopy*
- iv. Kenyataan Media dalam salinan *softcopy*

No.	Perkara	Kuantiti	Kos Seunit (RM)	Total (RM)
1.	Editorial	60 muka surat	160.00	9,600.00
2	Penulisan <i>Message from the Senior Minister</i>	1 muka surat	200.00	200.00
3.	Penulisan <i>Chairman's Message</i>	1 muka surat	200.00	200.00
				10,000.00

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Productivity Report 2021

Theme: *Recovery and Revitalisation of Productivity During COVID-19 Pandemic*

Objective:

- To inform the productivity performance of Malaysia and what are the component that contribute to the performance
- To highlight on the key drivers of productivity growth and the current situation in Malaysia
- To give recommendation in assisting policy maker in introducing initiatives to enhance productivity and economic growth (recovery)

Customer/Reader:

Stakeholder, policy maker of selected Ministries and Government Agencies (i.e. Ministry of Human Resource and its agencies, MPC, MITI)

Main Content:

Part 1: Productivity Performance

Part 2: Key Drivers of Productivity Growth

The report would like to answer these questions:

Part 1: Malaysia Productivity Performance

- What is global economy and productivity performance in 2020 as it is the year of pandemic?
- What is other countries' performance?
- Where is Malaysia compared with other selected countries'?
- What is Malaysia productivity performance at the national level in 2020?
- What is the productivity component that contribute to this performance?
- What happen to Malaysia's productivity performance in 2021?
- How Malaysia can enhance productivity and recover in 2021?
 - Answer: 5 key drivers of productivity growth

Part 2: Key Drivers of Productivity Growth

- What is 5 key drivers of productivity growth?
 - Answer: talent, technology, incentive, business environment, productive mindset
- All key drivers to highlight on:
 - What need to focus on, critical issues?
 - What is the present situation?
 - How other countries are doing?
 - What is recommendation and to which ministry, Government agencies, organisation?

OUTLINE LAPORAN PRODUKTIVITI 2021

Part	Framework
Message from the Minister	• The productivity performance for 2020/2021 • The economy challenges in 2020 because of the pandemic • Outlook 2021 and beyond
Chairman's Statement	• Achievement of MPC in enhancing the productivity during 2020 and how MPC assist • MPC roles in the national-level initiative in enhancing Malaysia's labour productivity • MPC readiness towards 12MP and facing the challenges during pandemic in 2021
Part 1: Malaysia Productivity Performance	1. Introduction: Global current situation - GDP - Productivity 2. Malaysia Productivity Performance 3. Main Economic Sector Productivity Performance a. Manufacturing b. Services c. Agriculture 4. Outlook 2021 - Productivity Forecast and drivers of productivity
Part 2: Key Drivers 1. TALENT	Topic: Making Reskilling and Upskilling Accelerates Productivity Growth 1. Human Capital, Reskilling and Upskilling, and Productivity - Overall perspective on the upskilling and reskilling as a sub-set to the human capital ecosystem. - International benchmarking 2. Reskilling and Upskilling in the Malaysia Context - Discusses the fragmentation of reskilling and upskilling initiatives/programs in Malaysia - Empirical assessment the extent to which the current reskilling and upskilling affects productivity - Case study to measure the impacts of reskilling and upskilling to selected firms 3. Importance of Reskilling and Upskilling in the Post-Crisis COVID-19 - Current initiatives on reskilling and upskilling during COVID-19 - Provides assessment on the critical areas for reskilling and upskilling areas to support the future demand for workforce 4. Challenges & Recommendations
Part 2: Key Drivers 2. TECHNOLOGY	Topic: 1. Introduction - Definition and Overall context of technology

Part	Framework
	- The importance of technology as the catalyst to enhance productivity performance 2. Current Scenario - Malaysia's performance in international competitiveness - Malaysia's progress in technology related initiatives - National Roadmap on e-Commerce - Digital Free Trade Zone (DFTZ) - National Fibre Connectivity National Digital Network (Jendela) - a digital infrastructure plan to meet the needs of digital connectivity and to prepare the nation for a gradual transition to 5G technology - Digital and Workforce Talent 3. Benchmarking - Other countries performance and their good and best practices - Selected countries (Taiwan, Germany, Singapore etc) 4. Policy Recommendations - RMK12 – Economic Empowerment: The economic empowerment dimension will include new sources of growth, including Industrial Revolution 4.0, digital economy, aerospace industry, integrated regional development as well as growth enablers such as sustainable energy sources and infrastructure connectivity. - <i>Dasar Sains Teknologi dan Inovasi Negara (DSTIN) 2021-2030</i> - which aim to intensify the development and use of local technology in efforts to transform the country from technology users to technology developers - Regulators, Authorities and Policy Makers need to expedite moving towards Digital Regulatory Framework in order to use new technologies such as algorithmic market surveillance, automated data collection about service performance and to design effective regulations that can achieve high compliance. 5. Way Forward - The importance of Malaysia to be future ready, and open to ambiguity of the market - Government – eGovernment, PPP, Cyber security, etc - Industry and Overall ecosystem – e-Payment, big data analytics, knowledge transfer, technology entrepreneurship, Artificial Intelligence, high tech and high skills, Design & Development & Innovation (D&D&I)
Part 2: Key Drivers 3. INCENTIVES	Topic: Making industry accountable for productivity 1. Introduction - Concept of how reducing reliance of industry on deep government support will enhance industry productivity, competitiveness and growth both domestically and internationally

Part	Framework
	- Best practices (Framework & Methodology) • Australia • OECD (Incentive on Investment) 2. Progress and challenges - What has been done and challenges faced in the area of: ➤ Import export tariff (Trade liberalization), Subsidies, Incentives 3. Recommendations - The proposed Malaysia Framework based on the Best Practices for: ➤ Import Export Tariff (Trade Liberalisation) ➤ Subsidies ➤ Incentives
Part 2: Key Drivers 4. BUSINESS ENVIRONMENT	Topic: • COVID-19 pandemic has fundamentally changed the global economic landscape. It has brought significant disruptions to the trade and investment climate, economic growth, and impacted health and well-being of the citizens. • Business environment remains highly uncertain. • [Illustrate real case examples in current situation - source from selected #MyMudah issues] • Good business environment (regulation) is one of the factors to achieve higher productivity. Unfavourable business environment will jeopardise sustainable growth in productivity. 1. EXISTING ISSUES AND CHALLENGES IN BUSINESS ENVIRONMENT ON THE GROUND i. Malaysia's Productivity Is Vulnerable to Global Economic Scenario • Malaysia's productivity is affected by the global economic crisis and may take a few years to recover before continuing to register growth. • Comparisons with South Korea, who sustained productivity growth despite global challenges. They registered lower productivity compared to Malaysia in the 1980s, but now the gap has become much wider. ii. Malaysia's regulatory quality has improved but not significant • Progress has been made since Malaysia embarked on GRP journey starting for the 10th Malaysia Plan period, but there is still room for improvements. The efforts to improve quality of regulations are continued and on-going, particularly during this challenging pandemic crisis.

Part	Framework
	• To name a few initiatives that we have conducted since 10th MP up to now - NPDIR, GRP, RURB, latest - #MyMudah • Compare with South Korea – implement consistent regulatory reforms since Asian Financial Crisis in 1997 and continued during the World Financial Crisis in 2008. Result – growing trend in regulatory quality. iii. NPDIR enforced since 2014, but remained as ‘good code of conduct’ • Statistics on RN/ RIS vs. new policy/ regulations introduced. • Uptake on GRP could be better. iv. Overall ease of doing business has improved but it is not easy to enter markets in Malaysia • Graph on overall DB – current ranking 12th/190 economies. • Performance in Starting A Business (SAB) – unpleasant ranking (126th), 3-digit for 4 consecutive years, ranked 6th in ASEAN (below than Vietnam, Myanmar, Thailand) • Due to too many procedures, time consuming and high cost to start a business. • UNCTAD 2021 Report – Malaysian’s FDI Performance v. The “pacing” problem - Technological innovation outpaces the ability of regulations to keep up Pacing problem means digital technologies tend to develop faster than the regulation or social structures governing them. We need to address the pacing problem by developing strategies and solutions to design regulations to keep pace with the accelerating digitalisation. In other words, regulatory and oversight systems must be designed from the outset to expect, anticipate and be able to respond to change. This is the key concept of adaptive governance. Regulators should adapt to the changes and ensure readiness towards digitalisation. Malaysia’s challenges in digital infrastructure a. Digital Economy Blueprint b. Global Innovation Index c. APEC Framework for Securing Digital Economy 2. RECOMMENDATION ON PRIORITIES TO ACHIEVE BETTER BUSINESS ENVIRONMENT i. Strengthen the governance of oversight body • To strengthen GRP ii. Government’s focus on agile regulation • Digital transformation in regulatory compliance • Essential to promote agile and resilience regulations to continuously modernise the regulatory system in an

Part	Framework
	effort to strengthen government's ability to adapt to fast-paced crises in the future. • Includes improved inter-agency coordination, improving transparency and adopting innovative techniques such as digital technologies and behavioural insights. iii. Active participation in international dialogs on GRP • To enhance knowledge on public policy • GRPN ASEAN-OECD, APEC, etc iv. Strengthening policy creation process and mainstreaming public consultation • NPGRP & UPC v. Standardise the administration of regulations across multiple agency offices/location • Improve quality of Guidelines/ regulatory tools
Part 2: Key Drivers 5. PRODUCTIVITY MINDSET	Topic: 1. Introduction - Why BI? - The Importance of BI or benefits of BI - Global practice - BI in Policy design (OECD) - PRIME 2. Current Status of BI Adoption in Malaysia - Cashless @ Jabatan Imigresen Malaysia (JIM) (BI approach used - Default) (Box Item) - Cashless @ Jabatan Pengangkutan Jalan (JPJ) (BI approach used - Nudge) (Box Item) - LHDN (BI e-filing approach used - Default) - TNB launches customer engagement through Customer Engagement Program with Opower - Using interactive features, personalisation and the power of social norms, TNBs initiative drives user behaviour to save energy. - EPF introduced i- Invest - Nudging citizens to invest in their future through proactive investment requires clear communication channels, making the choice to invest as welcoming as possible. - h. 3. Best Practices of Other Countries - Whole of Government (i.e Singapore) - Other countries 4. Recommendations to Government

BORANG SETUJU TERIMA

Ketua Pengarah
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PELANTIKAN SEBAGAI PROFESIONAL EDITOR BAGI PENERBITAN LAPORAN PRODUKTIVITI 2021

Merujuk kepada perkara di atas.

Saya, _____ dengan ini menerima tawaran lantikan daripada Perbadanan Produktiviti Malaysia (MPC) sebagai Profesional Editor bagi Penerbitan Laporan Produktiviti 2021.

Terima Kasih.

Nama : _____

Nama Bank : _____

No. Akaun Bank : _____

Tarikh : _____

Tandatangan : _____