



Kamaruzaman (third left) presenting the award to one of the recipients, Felix Agus.

Excellent Service Award for 1,448 UMS staff

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KOTA KINABALU: A total of 1,448 Universiti Malaysia Sabah (UMS) staff were yesterday awarded with the UMS 2011 Excellent Service Award.

The total represents an increase as only 1,024 UMS staff were presented with the award in the previous year, said UMS vice chancellor, Professor Datuk Seri Panglima Dr Kamaruzaman Ampon said when launching the 2011 UMS Excellent Staff Award ceremony held at the Dewan Kuliah Pusat Akademik near here.

The award symbolises the university's recognition towards its staff's excellent work performance.

"I hope that this recognition will further burn you with enthusiasm as you carry out your responsibilities. I hope it will also serve as a motivation to other staff to adopt the culture work practice excellence," he said.

He then commented on the difficulties one has to go through in order to achieve excellence.

"Excellence is not easily achieved. It requires a huge sacrifice and a strong

commitment. I believe everyone wants to excel and be recognised for his or her work, but not everyone is willing to take up something that is challenging."

He added that practices that lead to excellence are embedded in the principles of total quality management, management integrity and moral values that are practised in our respective religion and that they should be practised at all times, particularly when carrying out our responsibilities irrespective of our rank.

He then urged all government officials to undergo a change of mindset or paradigm shift and move towards becoming excellent.

"We must clothe ourselves with the necessary knowledge and expertise required to improve our work quality. We must also be aware that work quality is not a static environment but is continually evolving in accordance with the times," he said.

Kamaruzaman also emphasised that government employees of today need to shift their practice from merely fulfilling their routine duties to adopting

bigger and newer challenges that require them to be creative, innovation and unafraid of taking risks.

At the same time, he also mentioned on the national innovation hub and how universities have a role in it.

He added that universities are key players in the area of research and development activities and are part of the country's innovation process.

"In other words, universities must be viewed as an institution and main player in creation, development and in disseminating innovation.

"Innovation is the explosion of creative ideas that can help improve the quality and productivity of the delivery of services and that it can be in a form of product, services, process as well as technology.

"It is a process whereby something new is translated into the form of a product or service...innovation must be absorbed by the civil servants in their work ethics, and the way they work as it has the capability to exalt their institution to a level that they would be proud of," he said.