



SUBANG JAYA Rasmi...

Yang Dipertua Majlis Perbandaran Subang Jaya (MPSJ), Datuk Adnan Md Ikhsan (empat dari kanan) merasmikan Karnival Bug-O-Rama di pusat beli-belah Summit. Karnival itu mendapat sambutan orang ramai yang datang untuk melihat dari dekat kereta antik model Volkswagen.

Sinar

SINAR HARIAN

09 SEP 2008

Tarikh:

MB: Don't just sit on public complaints

■ By Rosli Zakaria
rosliz@nst.com.my

KUALA TERENGGANU: Menteri Besar Datuk Ahmad Said did not mince his words when he voiced his frustration over the weaknesses of several agencies in his administration in responding to public complaints and criticism.

"We have so much to do and so little time to do it, but we are not responding to the public's views constructively.

"We cannot dismiss public complaints as a waste of time or as just another personal problem," he said in an interview.

"I will be appreciative of officers who react swiftly to overcome public complaints. Whether or not a complaint is genuine, it must be investigated and if it is true, acted on immediately.

"The *tidak apa* attitude must stop. Otherwise, we will be the ones responsible for creating a perception that we comprise laggards who are non-responsive to matters of public concern.

"Then we do not deserve to be called public sector employees because we are not effectively serving the public."

Ahmad has been going about posing as a farmer, a labourer and an average citizen to investigate public complaints channelled to him through text messages.

He often found that there was basis for the complaints.

The menteri besar had investigated complaints of illegal sand dredging in Kemaman, poor garbage collection service in various districts and blocked drains in the city and has visited wet markets to check out their condition.

"We have many armchair executives who like to sit pretty in air-conditioned offices. Most are not too keen to go on the ground to investigate complaints and they become defensive when a problem is highlighted in the media.

"I will not blame the media for publishing negative reports. They are doing their job and we should be doing ours. It is against my principle to sweep matters under the carpet."

On the public delivery system, Ahmad said he was satisfied with most counter services and found that the waiting period had been greatly reduced.



We have many armchair executives who like to sit pretty in air-conditioned offices. Most are not too keen to go on the ground to investigate complaints and they become defensive when a problem is highlighted in the media.

Datuk Ahmad Said
Terengganu menteri besar

"There is improvement. I hear people saying positive things about the speedy service at counters, but I am still getting some negative vibes.

"I am aware that we cannot satisfy the needs of everyone but there is always room for improvement."

He cited as example the one-stop centre at Kuala Terengganu City Council where the public could obtain approval for documents, such as building plans, without having to go to several departments.

"We have spent millions of ringgit upgrading the counter service with computers and related tools. But the tools will only be effective when the people manning them are just as effective. So training and retraining are a must to improve proficiency levels."

Solat semai budaya kerja cemerlang, berpasukan

Elemen dalam ibadat contoh terbaik ke arah tingkatan prestasi, produktiviti organisasi

Oleh Dr Irfan Mohamad

KEINDAHAN Islam bukan pada namanya saja yang bermaksud selamat. Bahkan jika ditelusuri kewajiban dan amalan dituntut manusia melakukannya pasti akan menemukan keindahannya. Contohnya apabila menjelang Ramadan ramai yang membicarakan hikmah di sebalik kefarduan puasa. Bermula daripada puasa menyihatkan badan dan menenangkan rohani, disusuli ibadat malam yang menjadi terapi jiwa, pasti membuatkan ramai yang kagum dan tidak mustahil mereka yang tidak diwajibkan turut berpuasa demi kelebihannya.

Namun berakhir Ramadan, pembicaraan mengenainya juga mungkin berakhir. Setahun kemudian baru kitab kelebihan Ramadan dibuka semula. Berbeza dengan puasa, solat adalah tuntutan setiap hari. Mungkin disebabkan lima kali sehari, tidak ramai yang dapat atau mahu menjwai bagaimana solat dapat menyemai budaya kerja cemerlang antaranya:

● Mengikuti perintah. Antara kefarduan yang kerap diulang dalam al-Quran ialah solat. Allah mengkategorikan mukmin berjaya ialah yang menjaga solatnya. Dimuatkan juga celaan mereka yang mengabaikan

kannya dan riak dalam solat.

Mematuhi arahan Allah dengan penuh rasa takut dan menunaikannya dengan penuh tanggungjawab sepatutnya melahirkan pekerja yang mentaati perintah ketua yang menjadikan kerja sebagai amanah.

● Menurut garis panduan. Nabi bersabda supaya solat ditunaikan seperti Baginda melaksanakannya. Mukmin yang mengambil berat mengenai solat cuba sedaya-upaya mencapai martabat itu dan bukan bersolat seperti melepaskan batok di tangga. Mengikuti panduan ditetapkan, budaya kerja yang baik

INTI PATI

Hikmah solat

■ Mematuhi arahan Allah dan melahirkan pekerja yang mentaati perintah ketua yang menjadikan kerja sebagai satu amanah.

■ Panduan dalam solat mendorong pekerja mengikuti panduan kerja yang melahirkan hasil sistematik dan memenuhi piawai.

■ Dalam solat penting gasadkan niat begitu juga dalam pekerjaan, mukmin perlu tahu matlamat atau niat untuk kerja yang dilakukan.

■ Menghormati ketua dan pekerja lain seperti dalam solat jemaah.

akan melahirkan hasil sistematik dan memenuhi piawai.

● Menanam azam dan objektif. Tidak sah solat tanpa niat. Pentingnya mengasaskan niat pada awal solat menunjukkan kerja perlu bermula dengan apakah yang ingin dilakukan sebenarnya.

● Menghormati ketua dan pekerja lain. Dalam solat berjemaah, makmum tidak boleh melebihi suaranya sehingga mengganggu makmum di sebelah, apatah lagi jika suaranya kedengaran hingga kepada imam. Budaya memperlakukan bacaan dengan niat tidak mengganggu insan di sebelah amat sesuai diterapkan dalam kehidupan bekerja dalam satu pejabat yang saling menghormati dan menjaga hak pekerja lain perlu diberi penekanan.

● Kerja berpasukan. Kelebihan solat berjemaah seperti diterangkan dalam hadis menunjukkan perlu berada dalam satu pasukan. Kerja berpasukan akan melahirkan hasil lebih baik daripada secara individu. Kecemerlangan melalui kerja berpasukan adalah moto yang sering diuar-uarkan menunjukkan kepentingan berjemaah adalah suatu yang sukar dinafikan.

● Menepati waktu. Indahya Islam mengajar kita bersolat mengikuti waktu ditetapkan. Sentiasa melihat jam untuk mengetahui masuk

dan habis waktu, mengajar kita bahawa masa suatu yang penting untuk diurus dengan bijak. Waktu pada hari ini mungkin berbeza dengan esok, ini menyedarkan manusia walau seminit berbeza ia amat bermakna dan mungkin menyebabkan solat tidak sah. Mukmin berdisiplin dengan waktu solat tiada masalah dengan pengurusan waktu di pejabat.

● Memberi pandangan. Apabila imam terlupa bacaan atau perbuatan, menjadi tanggungjawab makmum memberi teguran dengan niat zikir supaya kesilapan dapat diperbetulkan. Konsep ini seperti amalan memberi pandangan dalam organisasi. Pendekatan berdiam diri dan menyimpan maklumat untuk diri sendiri pada saat organisasi memerlukan sumbangan idea bernas bukan ajaran dituntut Islam.

● Memangku tugas. Menjadi kebiasaan kepada organisasi jika ketuanya tidak dapat melakukan tugas kerana sesuatu hal, maka ia akan dipangku orang kepercayaan jabatan itu. Dalam solat, apabila imam perlu keluar, makmum di belakang imam secara automatik memangku tugas memimpin makmum lain. Makmum akan kucar-kacir jika tiada imam dan konsep itu juga diamalkan dalam kehidupan kerja.

● Mengganti masa. Dalam kes makmum masuk (masuk lewat da-

lam solat), wajib melengkapkan solat dengan cara menggantikan rakaat yang tertinggal. Ketika bekerja, ada ketikanya kita masuk lewat atau keluar awal. Seeloknya kita gantikan waktu yang tertinggal. Mungkin ia tidak ditulis dalam rekod, tetapi kita yang merekodkannya selain malaikat Raqib dan Atid. Jika amalan itu diterapkan, pasti kerja pejabat dapat disiapkan pada waktunya, tanpa perlu kepada kerja lebih masa yang keterlaluan.

● Mengambil inisiatif. Kita diajar memperelokkan solat dengan cara melakukan sunat ab'ad dan hai'ah. Selain itu, suasana yang kurang gangguan, kebersihan dan keselamatan tempat bersolat adalah perkara yang nampaknya kecil, tetapi mempengaruhi mutu solat.

Begitulah juga dengan kerja seharian, boleh ditunaikan pada tahap 'asal siap', namun bukan itu yang diajar Islam. Mukmin harus mengambil inisiatif melakukan tugas sebaik mungkin untuk memaksimumkan keluaran. Indahya Islam pada segenap gerak laku dan patah bicara. Ia adalah ajaran mencakupi segenap keperluan dan kehendak manusia.

Penulis ialah pensyarah jabatan Otorinolaringologi Kampus Kesihatan, Hospital Universiti Sains Malaysia (HUSM)

No order given to stop enforcement operation

STAR 5/9

MB says action against illegal logging in forest reserve will continue

By **ŞALINA KHALID**
salina@thestar.com.my

THE Selangor government has not given any directive to halt enforcement duties at the Raja Muda Musa Forest Reserve in Kuala Selangor.

Menteri Besar Tan Sri Khalid Ibrahim said the state had never given any such order.

"The state government has not given such a directive but I am not sure about the implementation level.

"We will get the details on the matter," he said when asked to comment on a report in a local English daily on Wednesday about enforcement duties at the forest reserve being called off.

According to the report, state Forestry Department officers were instructed to put off enforcement operations at the forest reserve at the last minute. The directive came from Selangor State Agriculture, Natural Resources and Entrepreneur Development chairman Yaakob Sapari.

The officers had claimed that they had arrived at the site with three excavators and were ready to go all out to stop the encroachment of the forest.

However, Khalid said operations to put an end to the rape of the forest reserve would go on.

"We will pick a new date for the operations," he said.

Meanwhile, state Tourism, Consumer Affairs and Environment Committee chairman Elizabeth Wong said she would verify the accuracy of the report with the

Forestry Department.

Wong had earlier expressed anger over the call to stop the operations as immediate action was necessary to stop the deforestation at the forest reserve.

The forest reserve was highlighted in the media a few months ago when the state authorities visited the site and found that 647ha were being illegally logged.

The forest reserve holds several water catchment areas which could affect the padi yield in Tanjung Karang and Sekinchan



Khalid: 'We will get the details on the matter.'

areas.

The state officials had pledged to take stern action against the culprits.

Tarikh: **STAR**
05 SEP 2008
.....

Ministry to check allegations

5/9 STAR

Immediate stop-work order to be issued to errant developers

THE Housing and Local Government Ministry will issue an immediate stop-work order to developers who are found to have flouted building regulations and procedures regarding hillside development.

Its minister, Datuk Seri Ong Ka Chuan, said there were regulations and guidelines to ensure that development on hillsides was done in accordance with required procedures.

"Those involved in developments in such areas are required to make monthly progress reports on their project to the ministry," Ong told reporters after opening the RM380,000 Kampung Baru Lendu multi-purpose hall in Masjid Tanah, Malacca, on Wednesday.

He was asked to comment on a report to the Anti-Corruption

Agency (ACA) by 15 residents of Medan Damansara against the Kuala Lumpur City Hall (DBKL) and mayor Datuk Ab Hakim Borhan earlier that day.

He said the ministry would investigate the allegations and take action against the errant developers.

The residents want the ACA to probe the approval given by the City Hall for the hillside development in Medan Damansara, as the gradient of the slope is more than 35 degrees. They want the project stopped if it poses a danger to their lives.

However, Ong noted that more than 90% of developers in the country were responsible with regard to their projects, with more than 2.7 million homes delivered over the last 20 years.

On a separate issue, Ong said the ministry's urban planning unit had



Call for probe: Sudhakaran with the report that he submitted to the ACA. On his right is landslide victim Mohd Fauzi Zakaria.

begun round-the-clock satellite surveillance to monitor ground movement along hillsides and river banks

in light of climate changes brought about by global warming.

"Several satellites are used for the

purpose and they carry out surveillance 24 hours a day, with reports submitted to the ministry weekly," he said.

On Wednesday morning, 15 residents of Medan Damansara lodged a report with ACA against the City Hall and the mayor.

Its residents association vice-president, P. Sudhakaran, said they had handed over to the agency, various documents and the replies it had received from three government departments.

"The ACA told us that they would be contacting us in two or three weeks on the progress of the investigation," he told reporters.

A landslide had occurred in Lorong Setiapuspa 1 near the area last week, and the residents had blamed it on the Damansara 21 hillside development of 21 luxury bungalows.

In the incident, a retaining wall collapsed during a downpour, followed by a landslide at 4am due to soil erosion from the hill. One house was affected.

STAR

Tarikh: 05 SEP 2008

Security takes priority

By T H TEOH

INITIATIVES taken by residents to enhance the security of their neighbourhood should take precedence over objections raised by others who live outside the area, said Subang Jaya assemblywoman, Hannah Yeoh.

She places more emphasis on security and if initiatives taken by residents to fence off their backlanes proved successful in bringing the crime rate down, she would support it. "Objections from others who do not live within the immediate area is not relevant."

"The fencing of backlanes, which happen to have a little bit of open area, is similar to backlanes in USJ which have been fenced up," Yeoh said after taking a first-hand look at the fencing erected by residents living in SS14/7C and SS14/7F.

She said parties who could object were those living within



ATTENTIVE: Yeoh listening to Lee (left) at the gated area of SS14

the block of houses which had the fencing erected and in this case, all residents had agreed and even paid for the cost of the fencing.

"To me, the matter is similar to having a say in a public hearing. You have first got to be within the stipulated distance

in order to have a say," she said, revealing that she had received an email and articles from an individual who was objecting to the fencing. The individual is not from the immediate area.

Yeoh said she would raise the matter with the Subang Jaya Municipal Council, police and

Land Office. "The concept, as I can see here, is similar to that of a gated-community and everyone in the immediate area has access," she said, adding that she had no objections with the fencing.

SS14 Neighbourhood Watch interim president T.K. Lee, who was present with other residents during the tour of the area, said he would be bringing the matter up at the coming Residents Committee Zone 1 meeting, which he sits as representative of the area.

"We have had zero break-in since we erected the fencing two years ago. But ever since then, several individuals who do not live within our area have been objecting to it on the basis that they want access into the area."

"Alam Flora workers come in with our assistance to maintain the area. Recently, we even obtained 60 fruit trees from the council and planted it in the backlane," he said.

MALAY MAIL

Tarikh: 05 SEP 2008

Security takes priority

By T H TEOH

INITIATIVES taken by residents to enhance the security of their neighbourhood should take precedence over objections raised by others who live outside the area, said Subang Jaya assemblywoman, Hannah Yeoh.

She places more emphasis on security and if initiatives taken by residents to fence off their backlanes proved successful in bringing the crime rate down, she would support it. "Objections from others who do not live within the immediate area is not relevant."

"The fencing of backlanes, which happen to have a little bit of open area, is similar to backlanes in USJ which have been fenced up," Yeoh said after taking a first-hand look at the fencing erected by residents living in SS14/7C and SS14/7F.

She said parties who could object were those living within



ATTENTIVE: Yeoh listening to Lee (left) at the gated area of SS14

the block of houses which had the fencing erected and in this case, all residents had agreed and even paid for the cost of the fencing.

"To me, the matter is similar to having a say in a public hearing. You have first got to be within the stipulated distance

in order to have a say," she said, revealing that she had received an email and articles from an individual who was objecting to the fencing. The individual is not from the immediate area.

Yeoh said she would raise the matter with the Subang Jaya Municipal Council, police and

Land Office. "The concept, as I can see here, is similar to that of a gated-community and everyone in the immediate area has access," she said, adding that she had no objections with the fencing.

SS14 Neighbourhood Watch interim president T.K. Lee, who was present with other residents during the tour of the area, said he would be bringing the matter up at the coming Residents Committee Zone 1 meeting, which he sits as representative of the area.

"We have had zero break-in since we erected the fencing two years ago. But ever since then, several individuals who do not live within our area have been objecting to it on the basis that they want access into the area."

"Alam Flora workers come in with our assistance to maintain the area. Recently, we even obtained 60 fruit trees from the council and planted it in the backlane," he said.

MALAY MAIL

Tarikh: 05 SEP 2008