



HUMANIZING SERVICE DELIVERY - SERVE WITH SOUL

**(MENGINSANKAN PENYAMPAIAN PERKHIDMATAN -
BERKHIDMAT SEPENUH JIWA)**

DIBENTANG OLEH

**YB DATUK SERI PANGLIMA Sr. HAJI SAFAR BIN UNTONG, JP
SETIAUSAHA KERAJAAN NEGERI SABAH**

JUMLAH POPULASI

93,100KM² (9,310,000 HA)

11,148,000 HA

35.84%

2,655,925 HA

73,620 KM²

2,383 KM

4,323,810.32 HA

58.47%

**KESELURUHAN
PELANTAR BENUA
116,800KM²
(11,680,000 HA)**

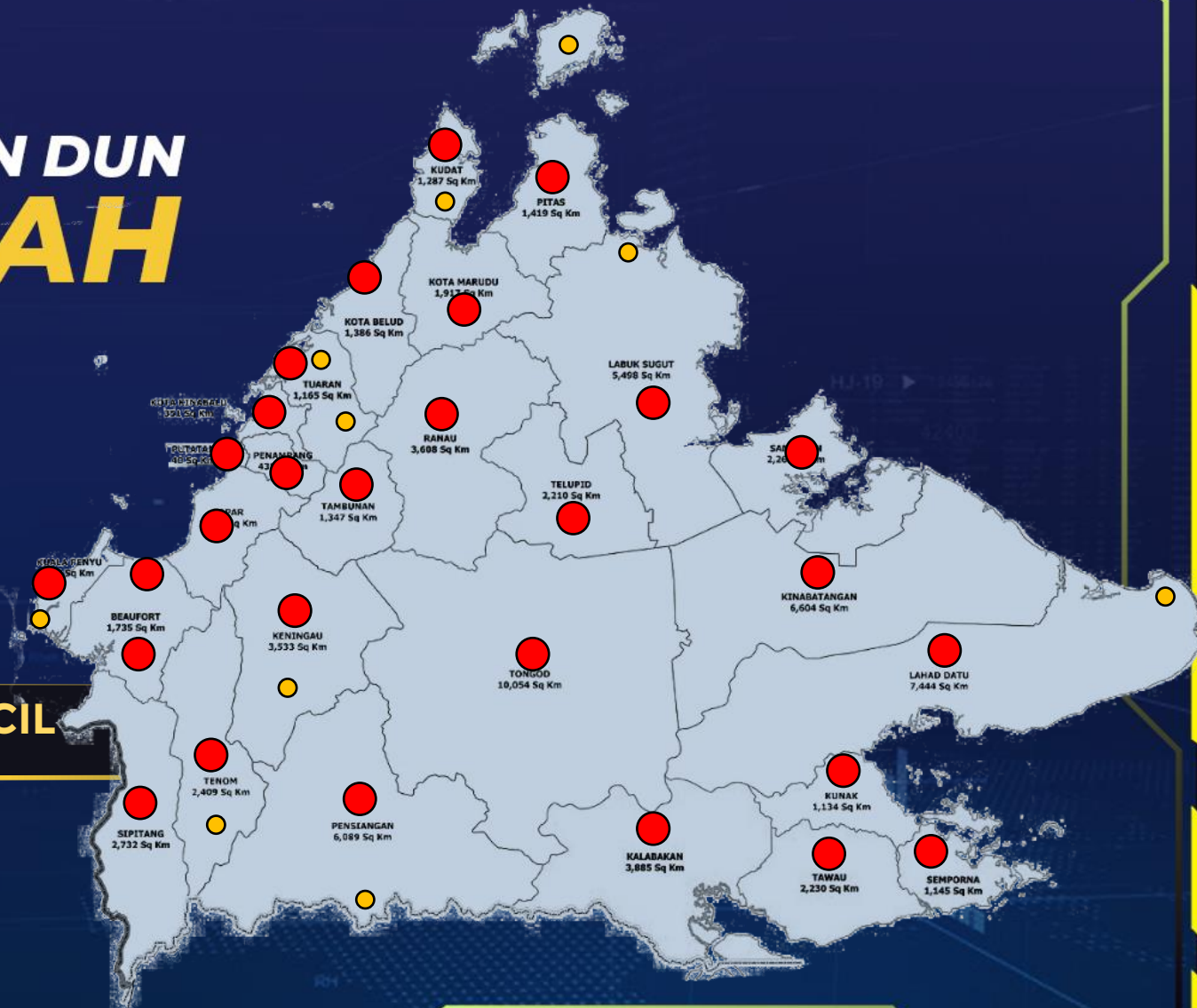
PELANTAR BENUA
23,700KM² (2,370,000 HA)

KAWASAN PARLIMEN DAN DUN
NEGERI SABAH

NEGERI SABAH TERDIRI DARIPADA
25 PARLIMEN
& **73** DUN

28 DAERAH PENUH

10 DAERAH KECIL



PENYAMPAIAN PERKHIDMATAN

**MENGHADAPI CABARAN DAN
KEPELBAGAIAN MASA HADAPAN**



**PERKEMBANGAN
TEKNOLOGI**



**KEPERLUAN DAN
EKSPEKTASI RAKYAT**

KERAJAAN SABAH MENGGALAKKAN **DIGITAL SUBMISSION**

**Accessible by Anyone at Anytime,
Anywhere and by using Any Devices**



HUMANISING SERVICE DELIVERY **DELIVERING WITH SOUL**

SABAH STATE PUBLIC SERVICE ADMINISTRATION ADAPTS VIA

01

PUBLIC ADMINISTRATION THAT
INNOVATES



02

PUBLIC ADMINISTRATION WITH
SUFFICIENT
CAPACITY
AND CULTURAL
INVENTION



03

PUBLIC ADMINISTRATION THAT
UTILIZING
DATA ANALYTICS



DATA SILO & SILO MENTALITY

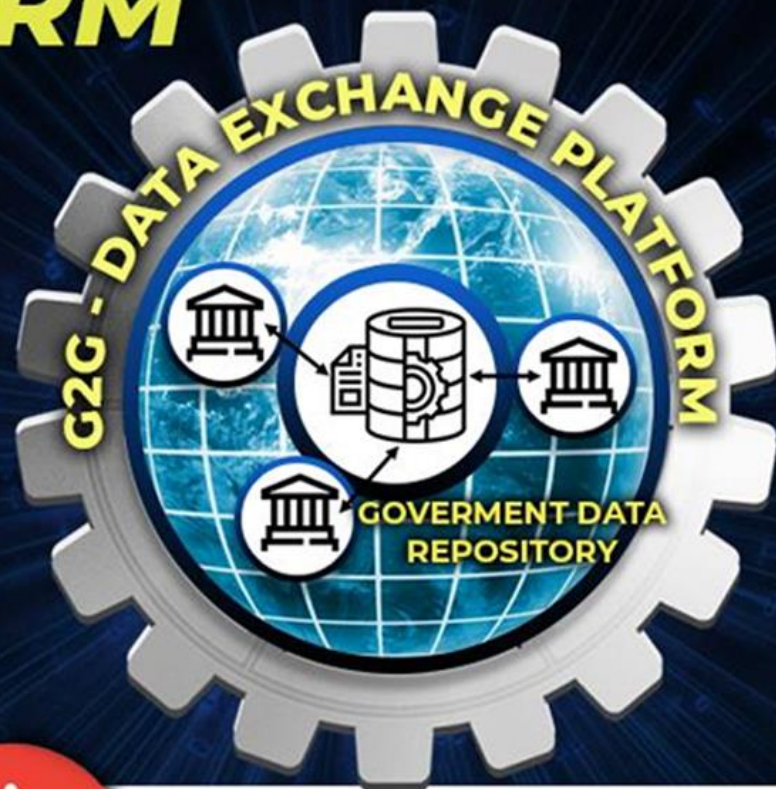
AGENCY C



AGENCY A

AGENCY B

THE NEED FOR AN **EXCHANGE PLATFORM**



SOME KEY CHALLENGES

EFFICIENCY OF SERVICES IS HAMPERED BY DATA SILO
THIS PREVENTS EFFECTIVE TRANSFER TO ONLINE SOLUTIONS



SOLUTION

DATA SILO IS RESOLVED THROUGH A
DATA REPOSITORY / EXCHANGE

THE FUTURE IS HERE



SABAH'S DIGITAL MODEL

**SABAH HAVE DECIDED TO
CREATE OUR OWN DIGITAL
TRANSFORMATION MODEL**

POWERFUL DATA STRATEGY

**WITH THE PRINCIPLE THAT
SHARING AND INTEGRATING
COMMON DATA AMONG
GOVERNMENT AGENCIES AND
BUSINESSES WILL REMOVE THE
OPERATIONAL SILOS**

FRAMEWORK FOR SABAH DIGITAL GOVERNMENT

ENGAGEMENT
ADOPTION AND SERVICES
DELIVERY EXCELLENCE



IMPROVEMENT
PROCESS IMPROVEMENT,
OPTIMIZATION AND
MANAGEMENT



DATA
SHARING EXCHANGE AND
INTEGRATION

IMPACT
SOCIAL, ECONOMIC,
ENVIRONMENT WELL-BEING



SABAH DIIP

BECOMES THE BACKBONE
OF THE DIGITAL GOVERNMENT INITIATIVE
DATA INTEGRATION AND INTERCHANGE PLATFORM (DIIP)

G2G ●
GOVERNMENT TO
GOVERNMENT

B2G
BUSINESS TO
GOVERNMENT

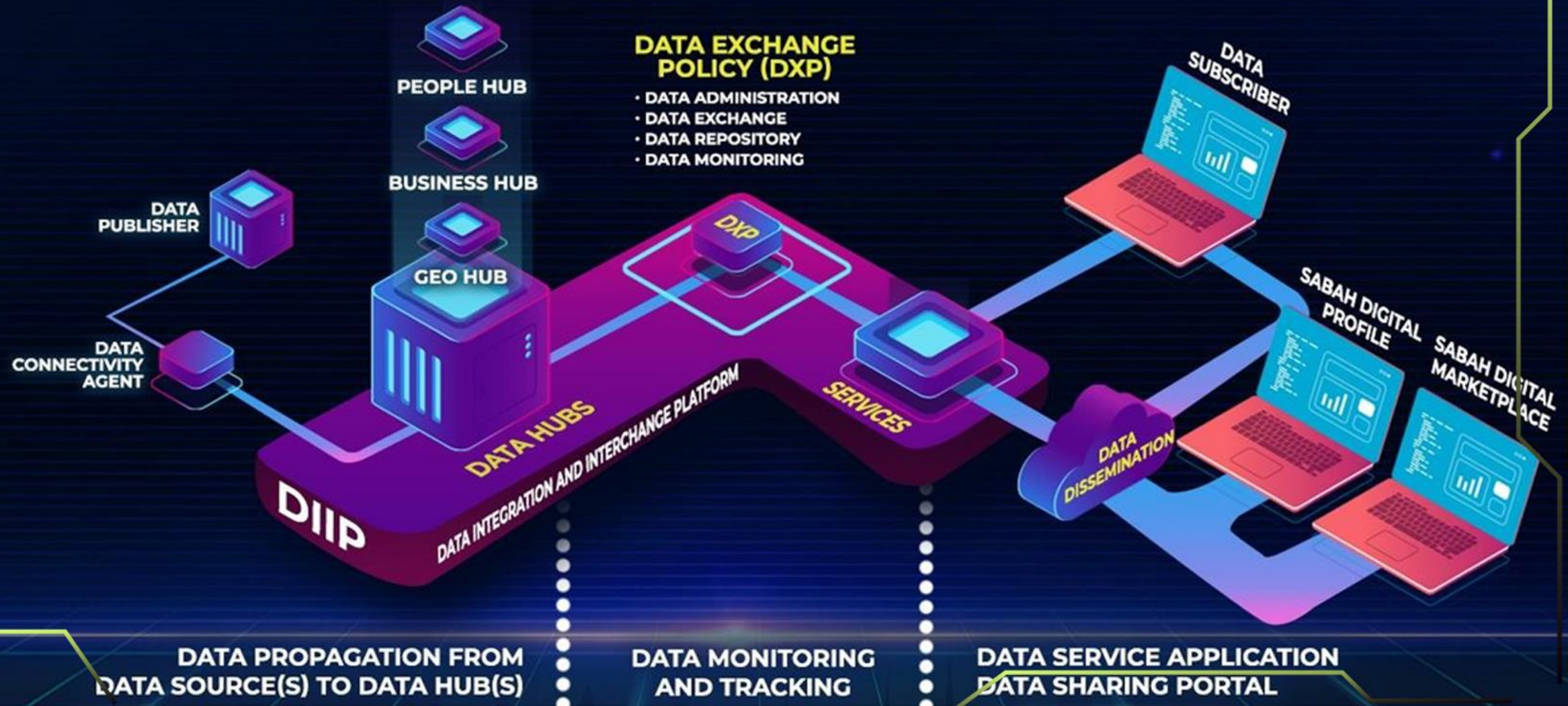
C2G
CITIZENS TO
GOVERNMENT



SABAH DIGITAL GOVERNMENT INITIATIVE
TO DRIVE GOVERNANCE, BUSINESS AND SOCIAL TRANSFORMATION

DIIP FUNCTIONALITY IMPLEMENTATION

DATA INTEGRATION AND INTERCHANGE PLATFORM (DIIP)



HEART, SOUL, EAR AND MIND

ADAPTASI PENYAMPAIAN PERKHIDMATAN AWAM MENERUSI 4 NILAI UTAMA

01

BERKHIDMAT DENGAN
EMPATI



HEART

02

PERKHIDMATAN
RESPONSIF



SOUL

03

PERKHIDMATAN
INKLUSIF



EAR

04

OUTPUT PERKHIDMATAN
TEPAT



MIND

“Why Pencils Have Erasers?

Because No One is Perfect.

**Typewriter Corrected Using Blanco.
Computer Using Del Or Backspace”**

Quality Decisions must be based on

DATA ANALYSIS

Not based on assumptions

01

DATA DIGITAL
DIGITAL DATA



02

ANALISIS JANGKAAN
**PREDICTIVE
ANALYTICS**



BORDERLESS SOCIETY WITH ALL-IN-ONE SOLUTION

**SISTEM I-ADU DILANCARKAN PADA TAHUN 2021
MENDENGAR & AMBIL TINDAKAN
ADUAN RAKYAT**

KECEKAPAN TADBIR URUS
MENINGKATKAN KECEKAPAN TADBIR URUS ADUAN MERENTASI
SEMUA AGENSI NEGERI DENGAN LEBIH CEPAT DAN EFISEN

“REAL-TIME PROCESSING”
ADUAN AWAM DAPAT DITERIMA, DIPROSES DAN
DISELESAIKAN SECARA REAL-TIME

“REAL-TIME TRACKING”
ADUAN AWAM DAPAT DITERIMA, DIPROSES DAN
DIKESAN SECARA REAL-TIME

01

SISTEM i-ADU

[HTTPS:// i-ADU.SABAH.GOV.MY](https://i-adu.sabah.gov.my)

02

03



SISTEM i-ADU
KERAJAAN NEGERI SABAH

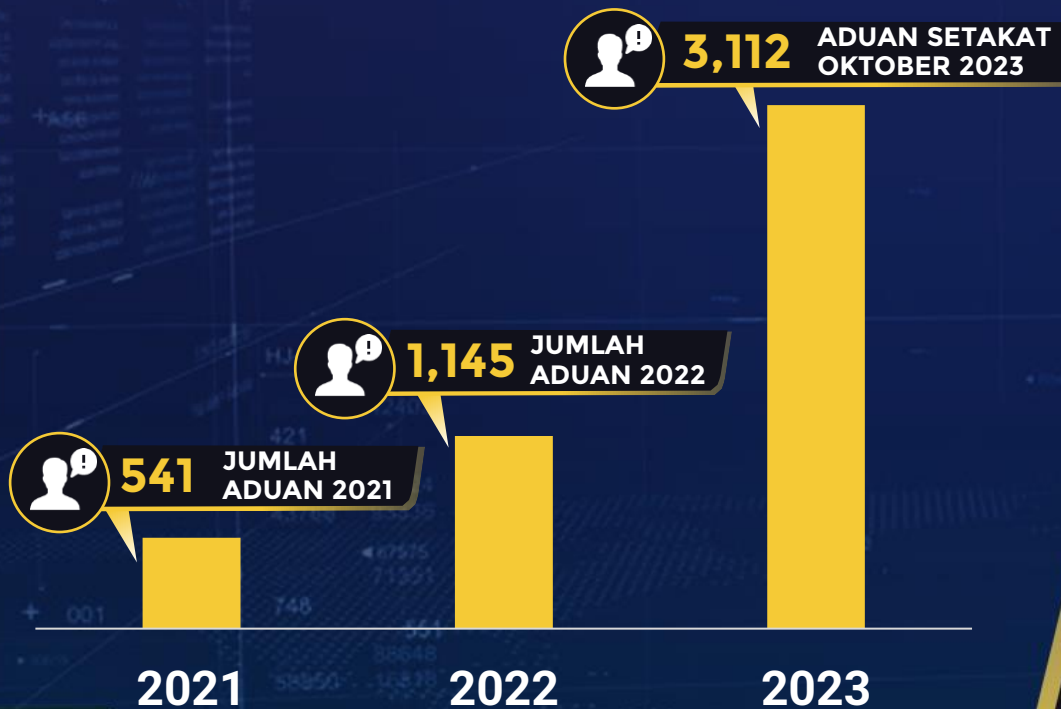
SELAMAT DATANG KE SISTEM i-Adu
KERAJAAN NEGERI SABAH



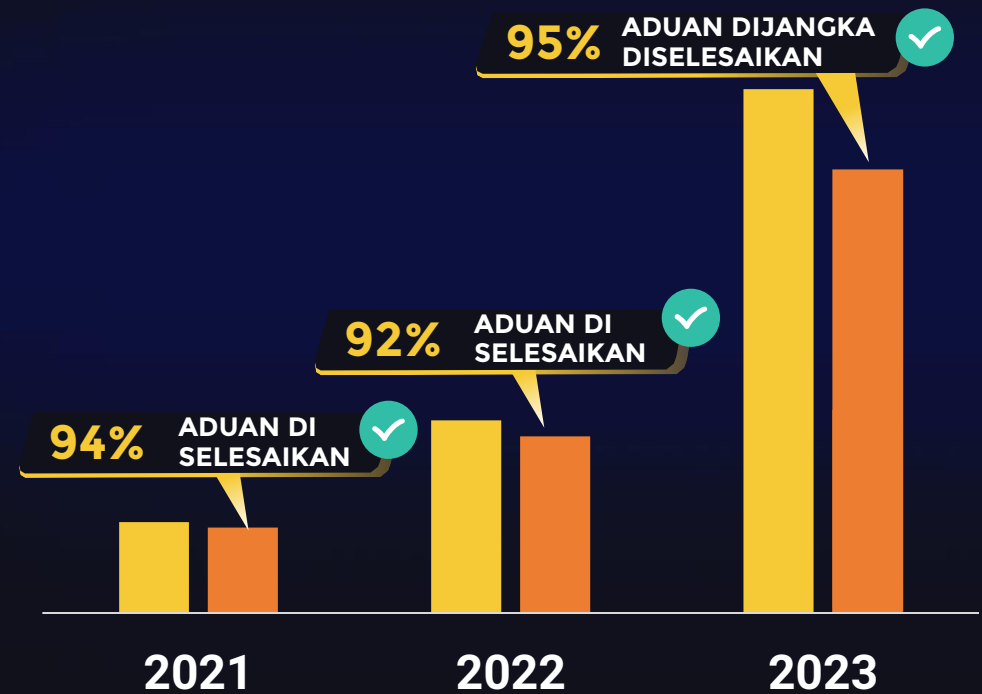
JUMLAH & PENYELESAIAN ADUAN

STATISTIK & DATA SISTEM I-ADU

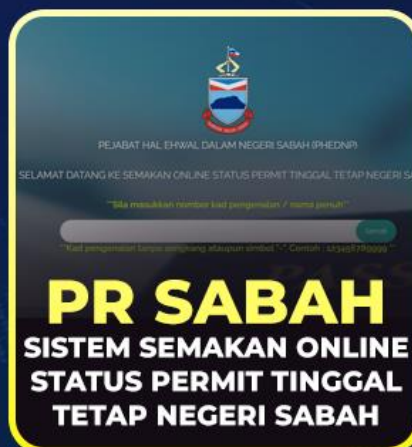
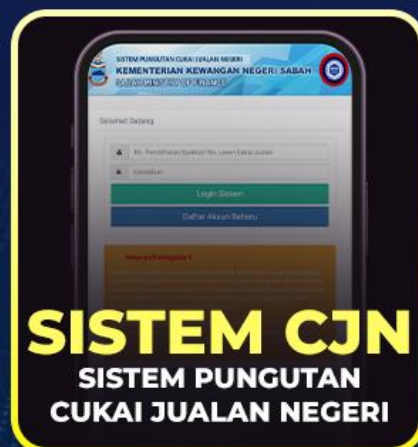
JUMLAH ADUAN 2021 - OKTOBER 2023



KADAR PENYELESAIAN ADUAN 2021- OKTOBER 2023



INISIATIF-INISIATIF PENDIGITALAN PERKHIDMATAN KERAJAAN NEGERI SABAH



MOBILE APPS

APLIKASI KERAJAAN NEGERI SABAH

E-VAKSINASI
APLIKASI INFORMASI PROGRAM
VAKSINASI PENJAWAT AWAM



**MAKLUMAT SUMBER
MANUSIA (SM2)**
APLIKASI INFORMASI PROFIL
PENJAWAT AWAM



**PEGAWAI SUMBER
MANUSIA (SM2 ADMIN)**
APLIKASI PENGURUS SUMBER
MANUSIA PENJAWAT AWAM



PENILAIAN PRESTASI
APLIKASI PENILAIAN PRESTASI
PENJAWAT AWAM



KELUAR PEJABAT
APLIKASI PELAPORAN KELUAR
PEJABAT PERKHIDMATAN AWAM



E-CUTI
APLIKASI PENGURUSAN
CUTI PERKHIDMATAN AWAM



IZIN HADIR SEMINAR
APLIKASI KEBENARAN HADIR
SEMINAR/KURSUS



E-PERGERAKAN
APLIKASI PENGESANAN
PERGERAKAN KAKITANGAN AWAM



E-SLIP GAJI
APLIKASI PENGURUSAN DAN
SEMAKAN PEMBAYARAN GAJI



WEBMAIL SABAH.GOV
APLIKASI WEBMAIL RASMI
KERAJAAN NEGERI SABAH

01 SISTEM PENGURUSAN

SMART OFFICE SKN

APLIKASI PINTAR PEJABAT SETIAUSAHA KERAJAAN NEGERI SABAH

14 APLIKASI BERSEPADU

iMOVE

APLIKASI PENGESANAN PERGERAKAN
KENDERAAN DAN PEMANDU



iAKSES

APLIKASI PENGURUSAN KAD AKSES
MENARA KINABALU



iATTEND

APLIKASI KEHADIRAN MAJLIS DAN
PENGESAHAN KEHADIRAN



iCONTACT

APLIKASI DIREKTORI
PEJABAT DIGITAL



iVISIT

APLIKASI PENGESANAN PELAWAT
KE PEJABAT SETIAUSAHA KERAJAAN NEGERI



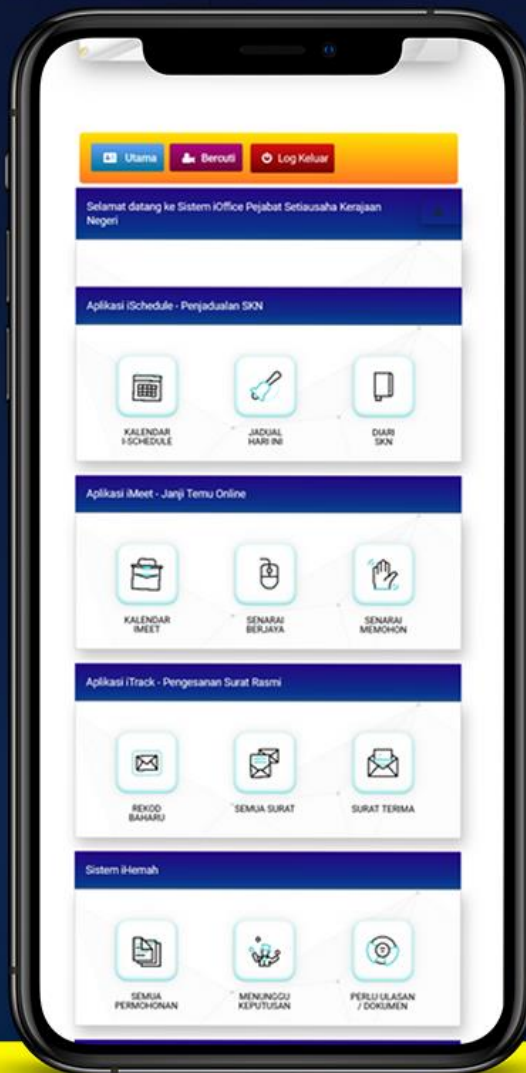
iCARS

APLIKASI MAKLUMAT KENDERAAN
RASMI PEJABAT



iFUEL

APLIKASI PENGURUSAN PENGGUNAAN BAHAN API
KENDERAAN RASMI PEJABAT



iSCHEDULE

APLIKASI PENJADUALAN YB
SETIAUSAHA KERAJAAN NEGERI



iMEET

APLIKASI JANJI TEMU ATAS TALIAN
SETIAUSAHA KERAJAAN NEGERI



iTRACK

APLIKASI PENGESANAN
SURAT DAN DOKUMEN RASMI



iHEMAH

APLIKASI PENGURUSAN PERBELANJAAN BERHEMAH
KERAJAAN NEGERI SABAH



iBOOK

APLIKASI PENGURUSAN TEMPAHAN DAN
PENGGUNAAN KEMUDAHAN MENARA KINABALU



iCLEAN

APLIKASI MAKLUM BALAS DAN PENGURUSAN
KEBERSIHAN TANDAS



iMEMO

APLIKASI MEMORANDUM DIGITAL
PEJABAT SETIAUSAHA KERAJAAN NEGERI



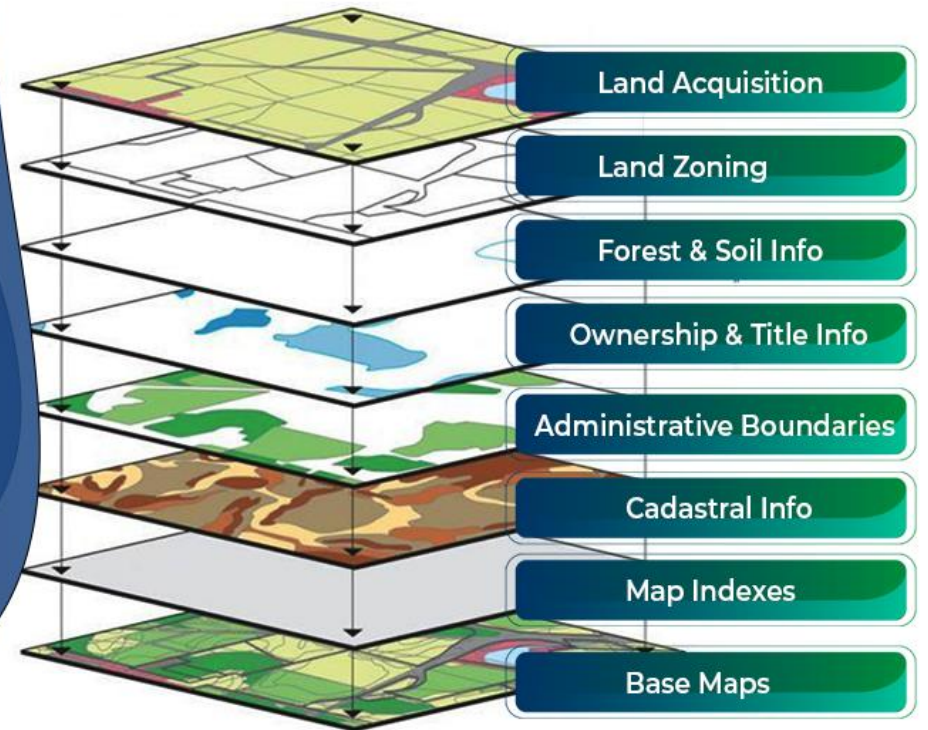


JTUWMA PRO

JTU Web Map Application

A geospatial mapping application that allows private sector and members of the public immediate access to land parcel information of Sabah.

<https://pro.jtuwma.net> >>



22 Layers of Digital Information with search and location capabilities.



JTUWMA PRO

JTU Web Map Application

<https://pro.jtuwma.net> >>

Layer Search Options:

Select Search Option:

search Search

Layers

- ☐ Kampung
- ☐ Control Station
- ☐ Boundary Stones
- ☐ Land Zoning
- ☐ Island
- ☐ Forest Reserve
- ☒ District Boundaries
- ☒ Gazetted Lands
- ☐ Land Acquisition
- ☐ Town Land
- ☐ Development Plan
- ☐ Land Application
- ☐ Draft Parcels

Registered Parcel (01555487)

Object Id	39580
Title No.	01555487
Former Title	
Land Category	Registered
Surveyed Area	0.41
Unit of measurement	Ha
Description	

Multiple Data Integration (22 layers Of Data)

Approved By: PUNG AH SENG

Date Source: DCD00010_CDI_P3

Remark:

Last Update:

PHNT Ref:

Job Title:

Land Owner (1)

Name	Share
PERUMHAYA TANAH PERSEKUTUAN	0.99999

Land Title (1)

Title No.	Title Code	LSF File Ref
01555487	1	L.S. 115.1.28 V3

Land Dealings (0)

Title No.	LSF Code	Memo Description
No record available		

Land Title Info- Ownership, dealings etc

Layer Search Options:

Select Search Option:

search Search

Layers

- ☐ Kampung
- ☐ Control Station
- ☐ Boundary Stones
- ☐ Land Zoning
- ☐ Island
- ☐ Forest Reserve
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- ☐ Land Application
- ☐ Draft Parcels

Land Acquisition (PROPOSED IMPROVEMENT WORKS TO PUTATAN URBAN DRAINAGE SYSTEM (PHASE 1))

OBJECTID	70414
Plan No.	
Area	791.75
Unit	Sqm

Land Acquisition Information

Layer Search Options:

Select Search Option:

search Search

Layers

- ☐ Kampung
- ☐ Control Station
- ☐ Boundary Stones
- ☒ Land Zoning
- ☐ Island
- ☐ Forest Reserve
- ☒ District Boundaries
- ☒ Gazetted Lands
- ☐ Land Acquisition
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- ☐ Land Application
- ☐ Draft Parcels

Zone: (RESIDENTIAL)

OBJECTID	573
Zone	RESIDENTIAL
Subzone	RESIDENTIAL 'B' / MEDIUM DENSITY
Plan	Sanjakon Local Plan No. 07150881-D

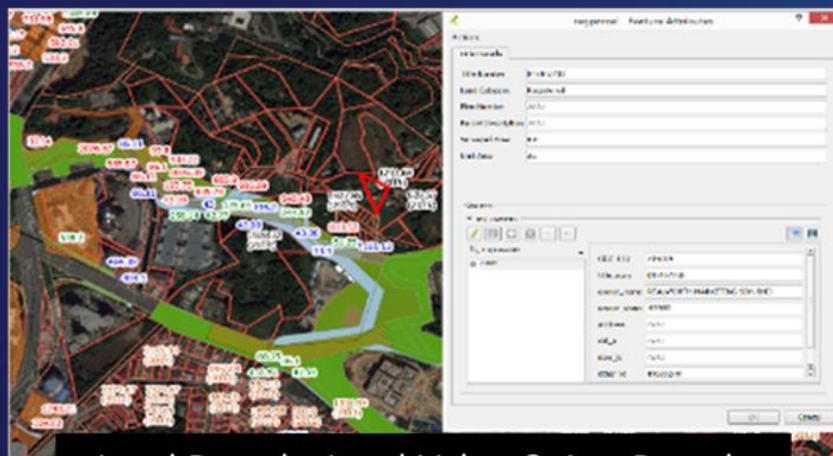
Land Zoning Information



JTUWMA PRO

JTU Web Map Application

<https://pro.jtuwma.net> >>



Land Parcels, Land Value & Acq Parcels



Land Parcels, Land Value & Zoning Map



Land Parcels with Soil Map



Types of Land Titles & Reserve



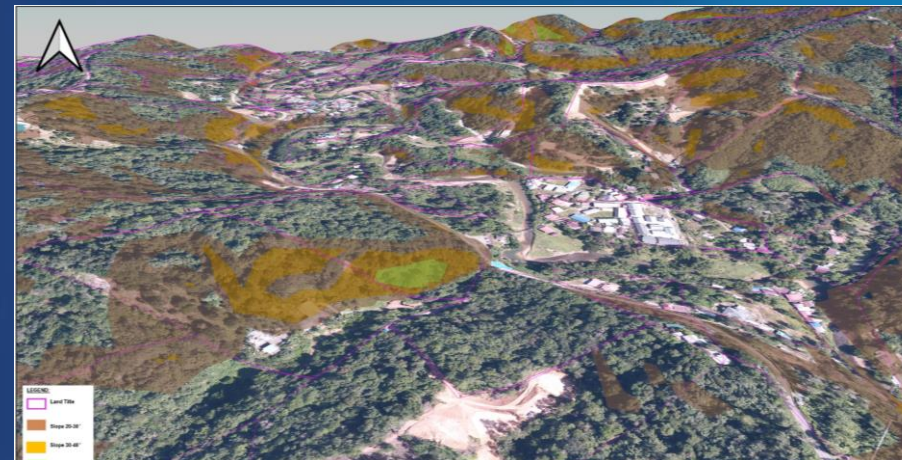
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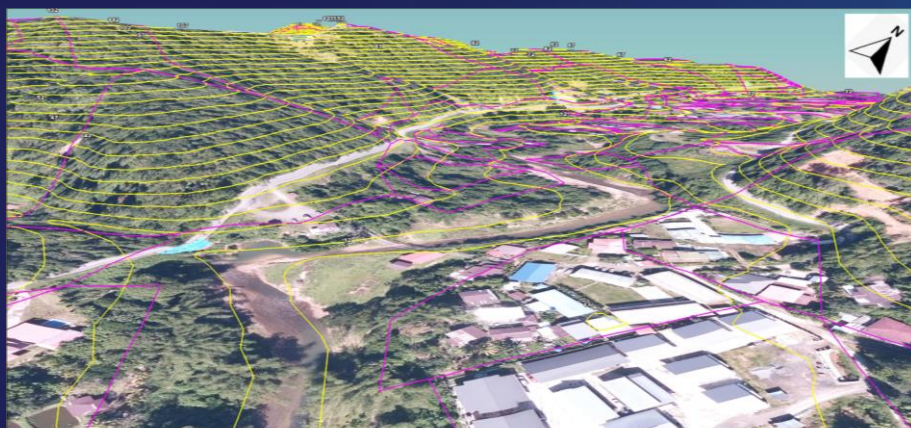
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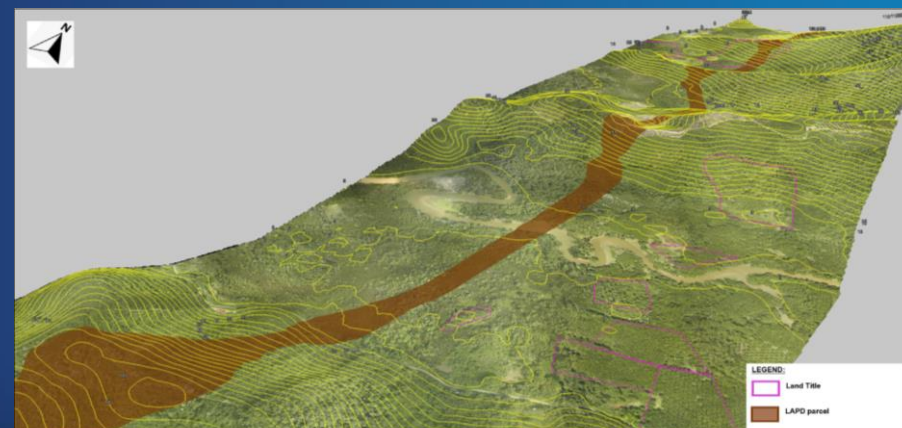
3D Terrain with Cadastral & Title Info



3D Terrain with Slope, Cadastral & Title Info



3D Terrain with Contours Cadastral & Title Info



3D Terrain for Pan Borneo Planning

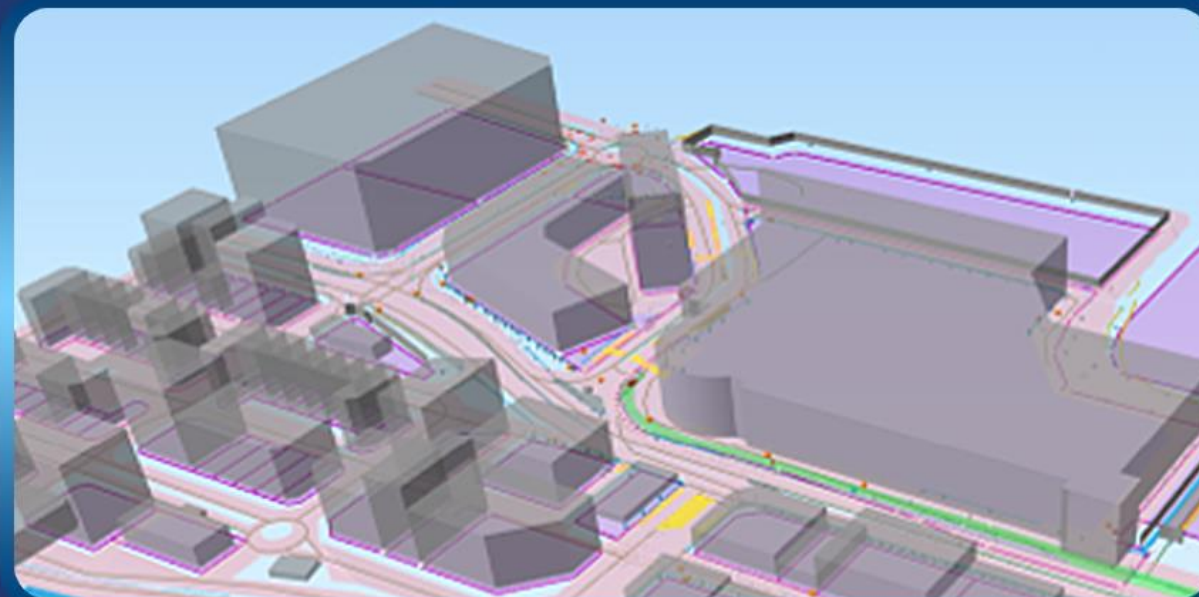
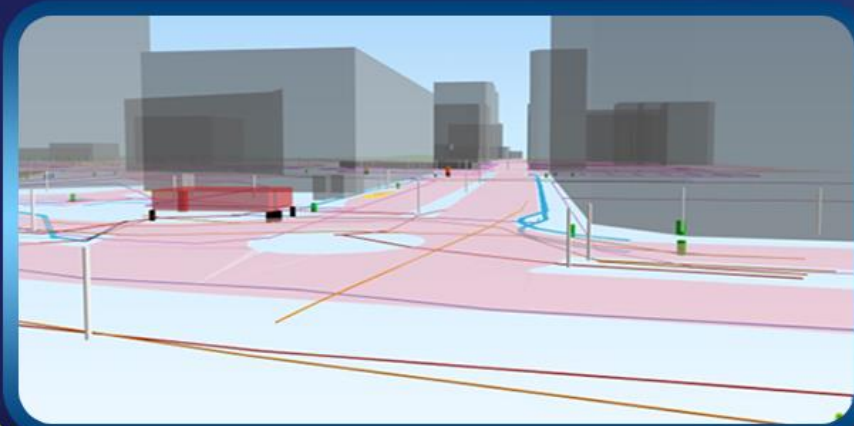
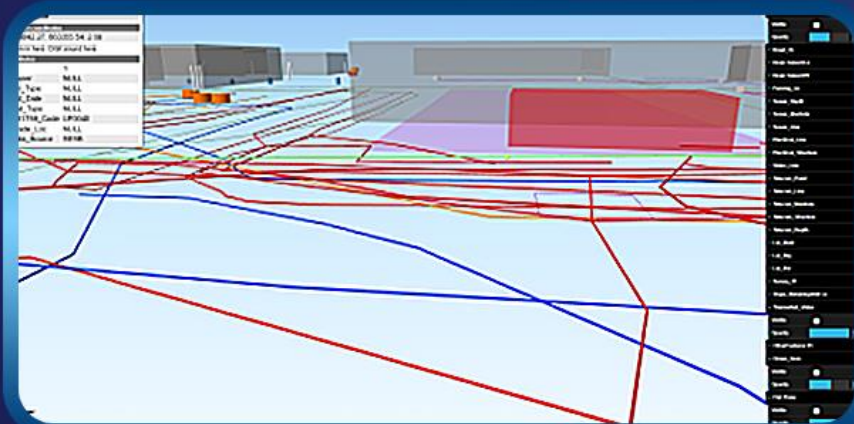


JTUWMA PRO

JTU Web Map Application

<https://pro.jtuwma.net> >>

3D Underground Utilities Geo Hub

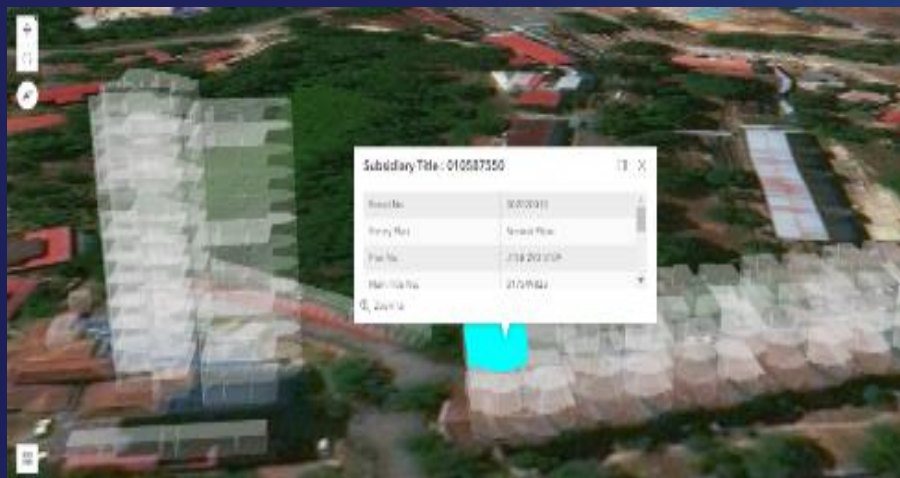




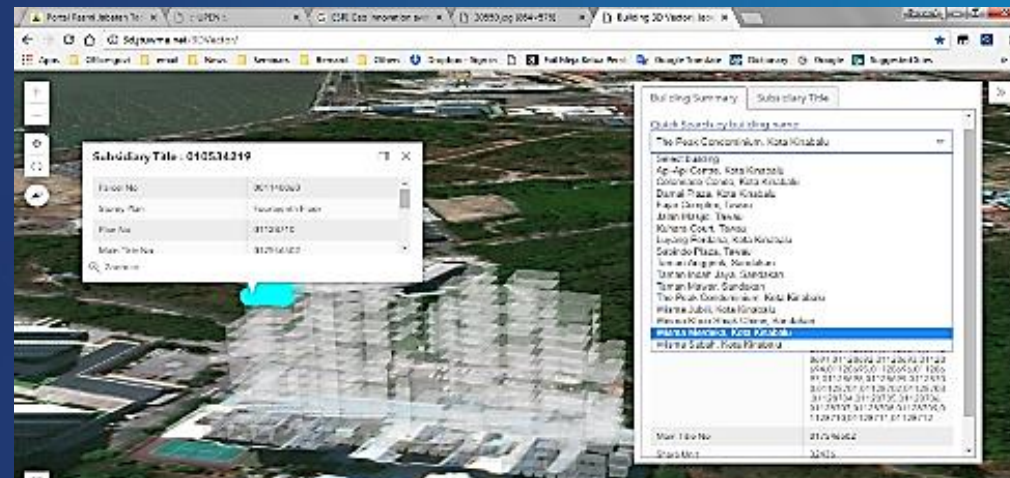
JTUWMA PRO
JTU Web Map Application

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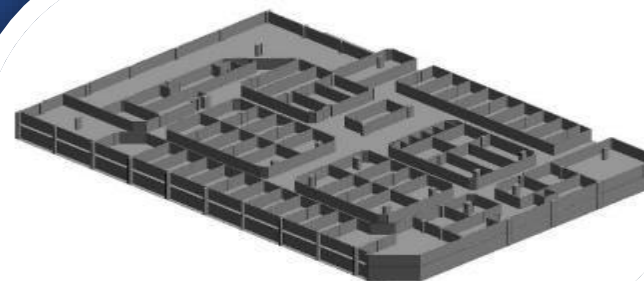
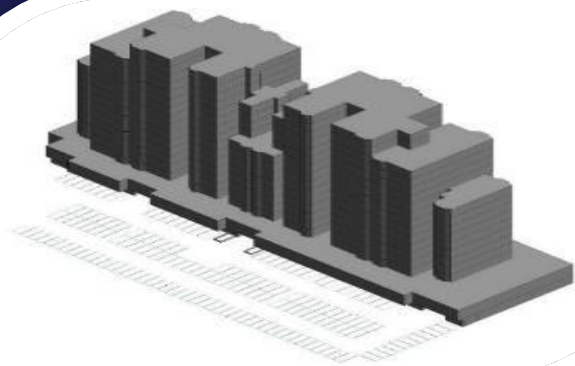
3D Subsidiary Buildings



Subsidiary Title with Cadastral & Land Title Info



3D Subsidiary Building Search



QUALITY DECISIONS AND OUTPUTS
COMES FROM

**PRECISE ACTIONS,
AT THE RIGHT TIME,
WITH THE RIGHT TARGET**



USAHA TEPAT DAN RESPONSIF DALAM MENANGANI KETIRISAN KUTIPAN CUKAI JUALAN NEGERI KERJASAMA SABAH & SPRM

**OPS TIRIS 2
RM18.55 JUTA**

**RM 64.5
JUTA**

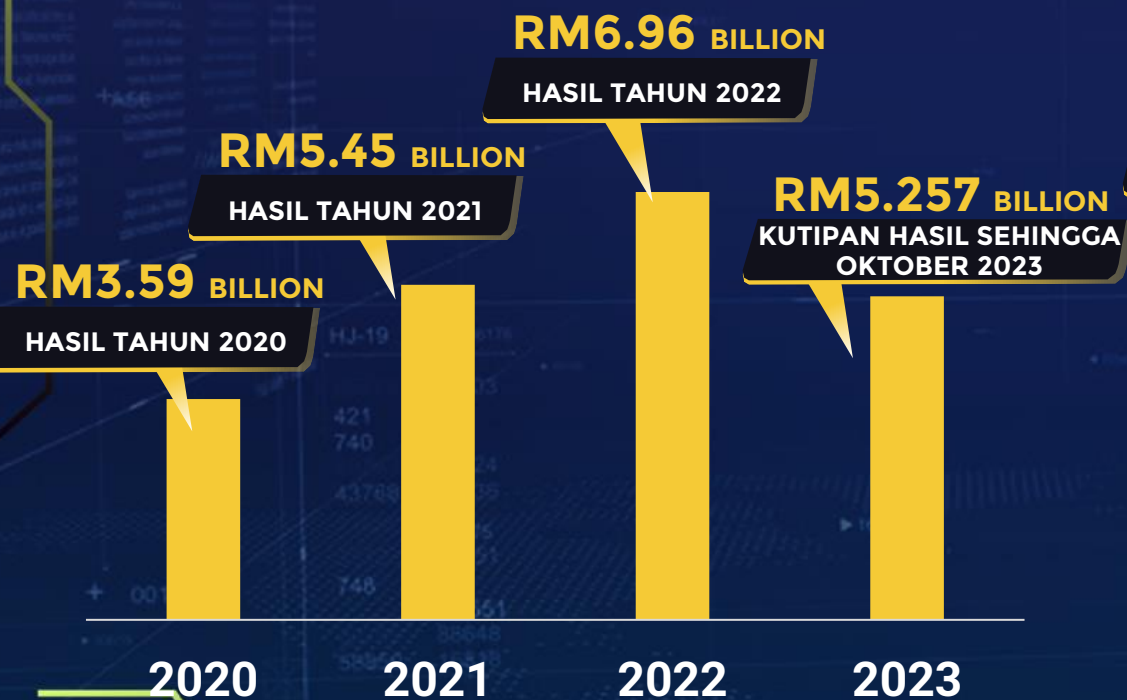
**JUMLAH KETIRISAN
DIKESAN**

**OPS TIRIS 1
RM43.58 JUTA**

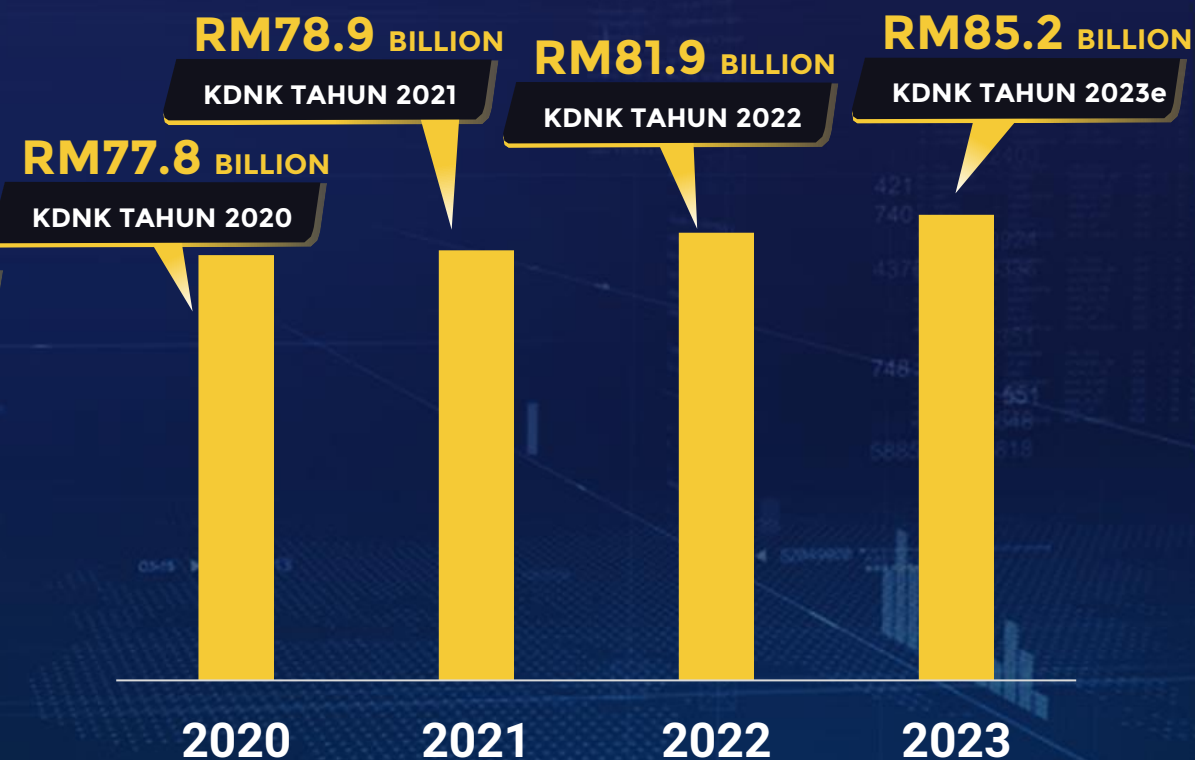
- Mengutip semula hasil negeri yang tidak diisytiharkan.
- Memantapkan pengurusan kutipan cukai bagi mengelak ketirisan hasil.
- Kerjasama Antara Kerajaan Sabah melalui Kementerian Kewangan Negeri Sabah dan SPRM

KEBERHASILAN TADBIR URUS BAIK KERAJAAN NEGERI SABAH

HASIL PENDAPATAN NEGERI TAHUN 2020 - OKTOBER 2023

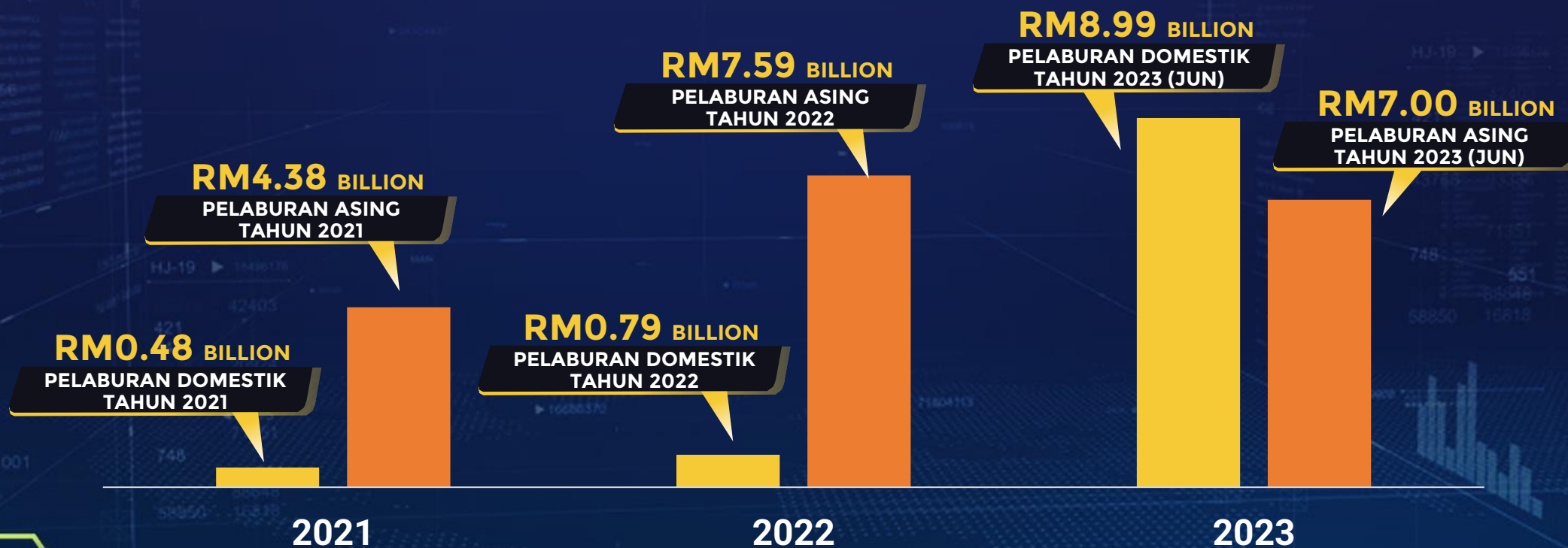


KELUARAN DALAM NEGERI KASAR (KDNK) TAHUN 2020-2022



KEBERHASILAN TADBIR URUS BAIK KERAJAAN NEGERI SABAH

JUMLAH PELABURAN ASING DAN DOMESTIK SABAH
PADA TAHUN 2021 HINGGA JUN 2023



KEBERHASILAN TADBIR URUS BAIK **KERAJAAN NEGERI SABAH**

**PERJANJIAN PERSEFAHAMAN (MOU, MOA) DAN PAJAKAN TANAH
PADA TAHUN 2021 HINGGA 2023**

**SEKTOR PERTANIAN,
PENTERNAKAN &
PERIKANAN**

**RM11.40 BILLION
20 SYARIKAT**

**SEKTOR
PERINDUSTRIAN**

**RM39.58 BILLION
08 SYARIKAT**

**SEKTOR
PELANCONGAN**

**RM2.21 BILLION
06 SYARIKAT**

**NILAI
KESELURUHAN**

RM53.19 BILLION

TATAKELOLA KEWANGAN DAN PERBELANJAAN BERASASKAN PENJAJARAN HALA TUJU SABAH MAJU JAYA DAN EKONOMI MADANI

GOOD REGULATORY
PRACTICE (GRP)



SABAH MESRA PELABUR:
PEMUDAHCARA SMJ

TATAKELOLA BAHARU

AMALAN BAIK
PERAKAUNAN &
PENGURUSAN
KEWANGAN



MALAYSIA
MADANI



MENINGKATKAN
PENDAPATAN &
EKUITI



DIGITAL AGENDA

WAY FORWARD

HUMANISING SERVICE DELIVERY: TO SERVE WITH SOUL



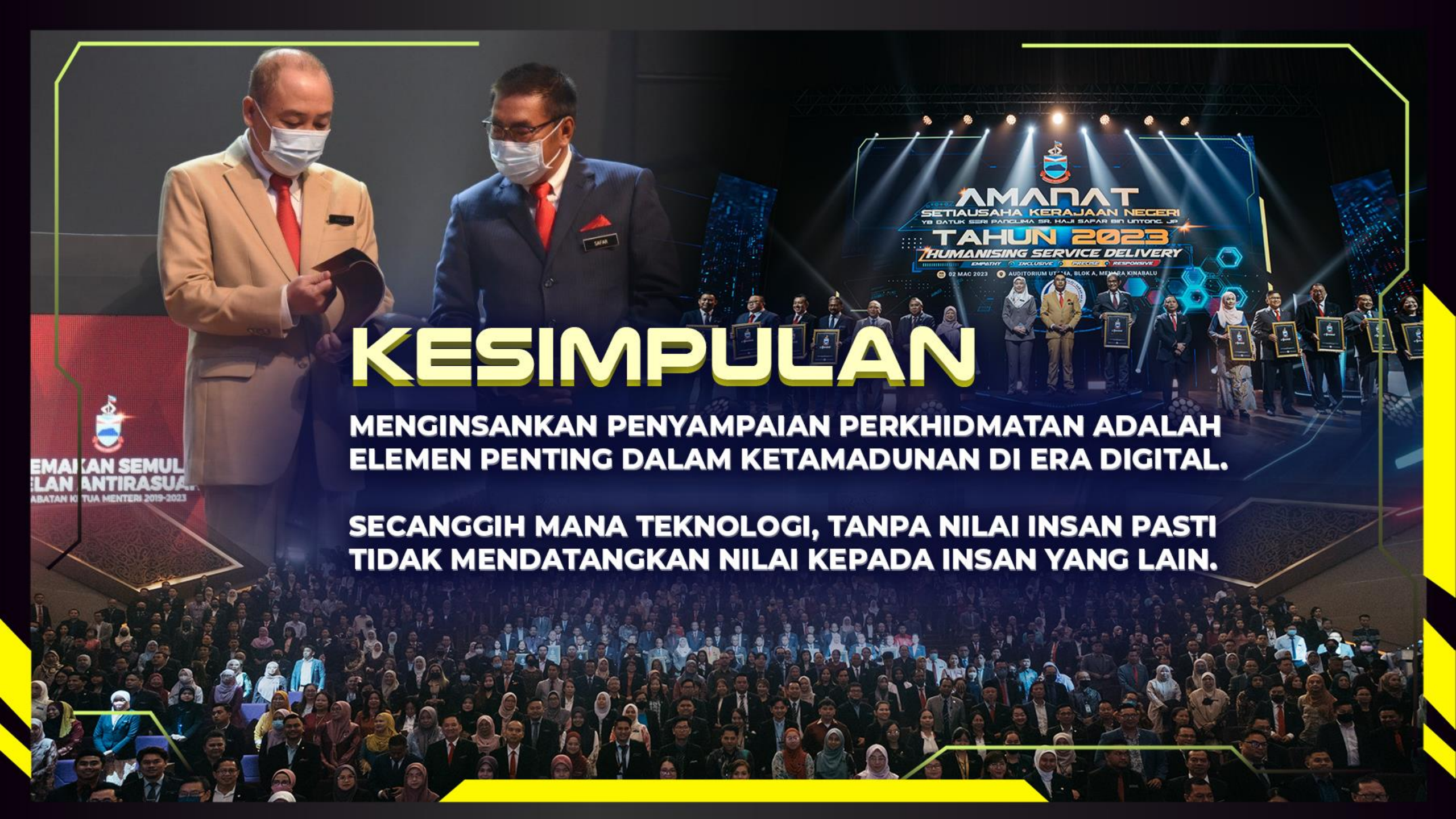
**PANTAS DAN
BERTEKNOLOGI TINGGI**
SOLUSI PANTAS BERLANDASKAN
DATA DAN TEKNOLOGI TINGGI



**PERKHIDMATAN
BERINTEGRITI TINGGI**
EKOSISTEM PERKHIDMATAN AWAM
YANG BERINTEGRITI TINGGI



**PENINGKATAN KAPASITI
DENGAN NILAI MODAL INSAN**
LATIHAN DAN PENTAULIAHAN DENGAN
NILAI-NILAI MORAL DAN INSANIAH



KESIMPULAN

**MENGINSANKAN PENYAMPAIAN PERKHIDMATAN ADALAH
ELEMEN PENTING DALAM KETAMADUNAN DI ERA DIGITAL.**

**SECANGGIH MANA TEKNOLOGI, TANPA NILAI INSAN PASTI
TIDAK MENDATANGKAN NILAI KEPADA INSAN YANG LAIN.**