



**ECONOMIC PARTNERSHIP PROGRAMME**  
**LEP 2.0 MANAGEMENT TRAINING PROGRAMME**  
**FOR JUNIOR OFFICER**

**17 JULY - 11 AUGUST 2017**

**JAPAN**



Prepared By;  
Nur 'Ain Husna binti Amiruddin  
Department of Environment (DOE), Putrajaya



Background



## What is Look East Policy (LEP)

- Programme initiated by Dato' Seri Dr. Mahathir bin Mohamad in 1981 to enable young Malaysians learn and experiences Japan (and Korea) for the sake of economic and social development of Malaysia. During this time, Malaysia decided to dispatch their students to Japan, to study not only academics and technical know-how but also to learn labour ethics and discipline of the Japanese people.
- The programme consists of two parts. The first is to send Malaysian students to Japanese universities and institutes of technology. The second is to send trainees to Japanese industries and training institutes. These programmes are funded by the Government of Malaysia, and the Government of Japan supports these programmes by sending Japanese teachers to Malaysia and also by sharing a part of its costs.

### ***LEP 2.0 Management Training Programme for Junior Officer 2017***



**JABATAN PERKHIDMATAN AWAM, MALAYSIA**  
**PUBLIC SERVICE DEPARTMENT, MALAYSIA**  
Blok C1 - C3, Kompleks C  
Pusat Pentadbiran Kerajaan Persekutuan  
62510 W.P. PUTRAJAYA  
MALAYSIA

Tel: 603-90008000  
Faks (Fax): 603-8892181  
Laman Web (Web): [www.jpa.gov.my](http://www.jpa.gov.my)

Ruj. Kami : JPA(I)S.175/8/36-12/2 Kit.2( 5 )  
Tarikh : 3 Julai 2017 / 9 Syawal 1438



**Puan Nur Ain Husna Amiruddin**  
Jabatan Alam Sekitar  
Kementerian Sumber Asli Dan Alam Sekitar  
Wisma Sumber Asli  
Aras 1-4, Podium 2 & 3  
Wisma Sumber Asli, Presint 4  
62574 PUTRAJAYA

Puan,

**TAWARAN BAGI MENGIKUTI LEP2.0 MANAGEMENT TRAINING PROGRAMME FOR JUNIOR OFFICER TAHUN 2017**

Suka cita dimaklumkan bahawa puan telah dipilih bagi ditawarkan mengikuti kursus berikut:

**Kursus** : LEP2.0 Management Training Programme For Junior Officer Tahun 2017  
**Tajaan** : Jabatan Perkhidmatan Awam Malaysia & Japan International Cooperation Agency (JICA)  
**Tempoh Kursus** : 17 Julai hingga 11 Ogos 2017 (26 hari)

#### Where

Kansai - Osaka -  
Tokyo

#### When

July 17th 2017 -  
August 11 2017

#### Who

Junior  
Governmental  
Officers with  
working  
experience of  
more than 3 years  
up to 10 years.

**‘JICA Knowledge Co-Creation (KCC) Program’ as a New Start**

“In the Development Cooperation Charter which was released from the Japanese Cabinet in February 2015, it is clearly pointed out that *“In its development cooperation, Japan has maintained the spirit of jointly creating things that suit partner countries while respecting ownership, intentions and intrinsic characteristics of the country concerned based on a field-oriented approach through dialogue and collaboration. It has also maintained the approach of building reciprocal relationships with developing countries in which both sides learn from each other and grow and develop together.”* We believe that this ‘Knowledge Co-Creation Program’ will serve as a center of mutual learning process”

Source : JICA, 2017

**Course Objective:**

To enhance the capability and competence of junior officers in the field of management to enable them to play their role as a junior officer in respective organization.

**Overall Goal**

To foster the junior officer who meet the Malaysia’s strategy about public service.

**Content and Methodology**



Date	Activity
<b>18 Jul (tue)</b>	<b>JICA Kansai</b> <ul style="list-style-type: none"><li>• Program briefing</li><li>• Language session</li></ul>
<b>19 Jul (wed)</b>	<b>Okanmuri Elementary School</b> <ul style="list-style-type: none"><li>• To observe Japanese education system</li></ul>
<b>20 Jul (thu)</b>	<b>JICA Kansai</b> <ul style="list-style-type: none"><li>• PCM Methodology</li><li>• Language session</li></ul>



Date	Activity
21 Jul (fri)	<b>Kadoma City</b> <u>Konosuke Museum</u> <ul style="list-style-type: none"><li>• Management philosophy</li></ul> <u>Nakanoshima Campus, Osaka University</u> <ul style="list-style-type: none"><li>• Japanese economy &amp; its changes</li></ul>
22 Jul (Sat)	<b>JICA Kansai</b> <ul style="list-style-type: none"><li>• Ethics public employees</li><li>• Presentation on issues by participants</li></ul>
23 Jul (Sun)	<b>JICA Kansai</b> <ul style="list-style-type: none"><li>• Language session (end 12.30 noon)</li></ul>



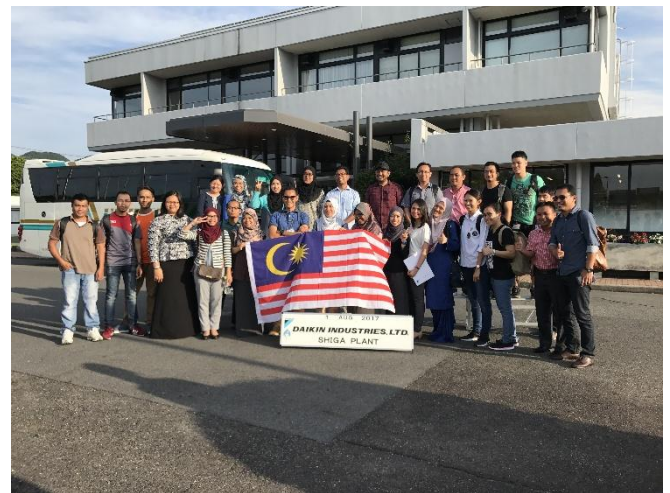
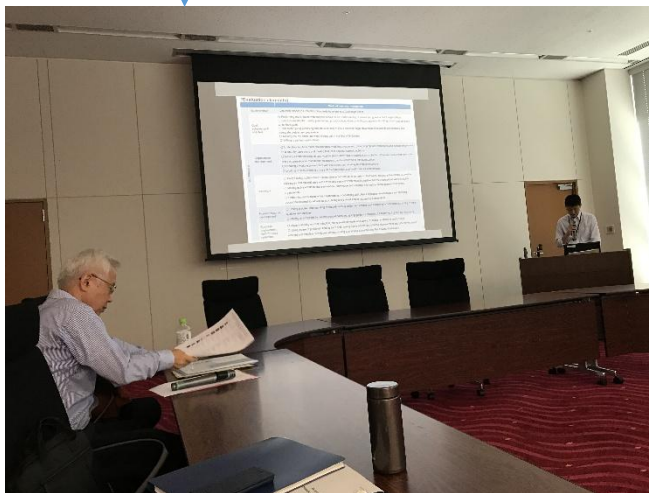
Date	Activity
24 Jul (mon)	<b>JICA Kansai</b> <ul style="list-style-type: none"> <li>• Rekishi Kaido Route : Touch With the Spirit of Japan</li> </ul> <b>Nara</b> <ul style="list-style-type: none"> <li>• Observation of Historical Heritage in Nara</li> </ul>
26 Jul (wed)	<b>JICA Tokyo</b> <ul style="list-style-type: none"> <li>• Japanese public employee system</li> <li>• International comparison of personnel system</li> </ul>



Date	Activity
26 Jul (wed)	<p><b>JICA Tokyo</b></p> <ul style="list-style-type: none"> <li>Japanese public employee system</li> <li>International comparison of personnel system</li> </ul>
27 Jul (Thu)	<p><b>Panasonic Centre Tokyo</b></p> <p>Introduction of products aiming at better world</p>
28 Jul (Fri)	<p><b>Shinjyuku Mitsuba Building</b></p> <p><b>Leadership and Organizational Management in Japan</b></p>
29 Jul (Sat)	<p>Check out JICA Tokyo</p> <p>Short Tokyo Trip</p>



Date	Activity
<b>31 Jul (Mon)</b>	<b>JICA Kansai</b> <ul style="list-style-type: none"> <li>Organizational management of public employees</li> </ul>
<b>1 Aug (Tue)</b>	<b>Kusatsu City - Daikin Industries</b> <ul style="list-style-type: none"> <li>Bus. phil and human resources development</li> <li>Quality &amp; safety control</li> </ul>
<b>2 Aug (Wed)</b>	<b>Osaka Prefectural Government Office</b> <ul style="list-style-type: none"> <li>Personnel system in admin org</li> <li>Fostering team work building</li> </ul>



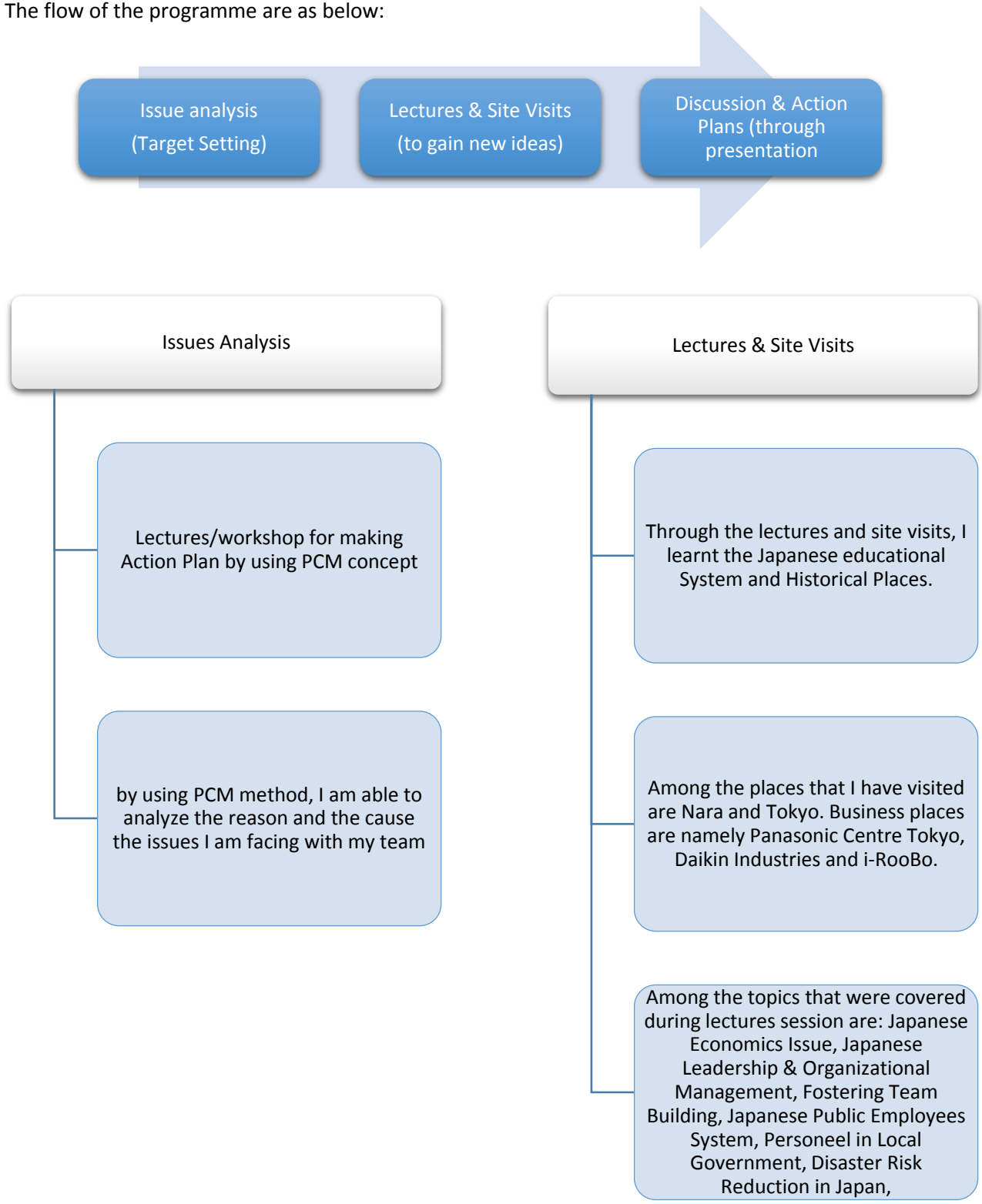
Date	Activity
<b>3 Aug (Thu)</b>	<p><b>Hanshin Engineering, Osaka City</b></p> <ul style="list-style-type: none"> <li>• Understanding of disseminating and verifying activities by JICA in Malaysia - Hanshin</li> <li>• IoT Revolution in manufacturing enterprise - Second selection Inc</li> <li>• Efforts of robot development and HRD by i-RooBo</li> </ul>
<b>4 Aug (Fri)</b>	<p><b>Disaster Reduction Learning Centre (DRLC), Kansai</b></p> <ul style="list-style-type: none"> <li>• Experience and lessons from the great hanshin – awaji earthquake</li> </ul>
<b>5 Aug (Sat)</b>	Submission of JICA Questionnaire Then Free
<b>6 Aug (Sun)</b>	<p><b>JICA Kansai</b></p> <ul style="list-style-type: none"> <li>• Individual Action Plan Making</li> </ul>



Date	Activity
<b>7 Aug (Mon)</b>	<p><b>Maishima Plant, Osaka</b></p> <ul style="list-style-type: none"> <li>Garbage Treatment Measures</li> </ul> <p><b>Hitachi Corp, Osaka</b></p> <ul style="list-style-type: none"> <li>Japanese infrastructure business</li> </ul>
<b>8 Aug (Tue)</b>	Submission of Action Plan
<b>9 Aug (Wed)</b>	<p><b>JICA Kansai</b></p> <ul style="list-style-type: none"> <li>Present Action Plan</li> </ul>
<b>10 Aug (Thu)</b>	<p><b>JICA Kansai</b></p> <ul style="list-style-type: none"> <li>Evaluation Meeting</li> <li>Closing Ceremony</li> <li>Opinion Exchange Session</li> </ul>
<b>11 Aug (Fri)</b>	Off to Malaysia



The flow of the programme are as below:



Exposure and New Input



Generally, among the exposure and new input that I have gained through the training course was I learnt a basic knowledge about Japan and I'm capable of understand below ideas:

1. Understand the role of junior officers in the organization
2. Understand the ability required for junior officers (e.g.; leadership, communication skill, human resource management and enhancing subordinates' ability
3. Understand on the work ethics for public employees
4. Gain some ideas for solving the issues encountered
5. Learn project cycle management (PCM) method effectivley
6. Gain basic information about Japan (Japan society, japanese economy, japanese administrative and current situation
7. Learn about the the management of Japanese Enterprise. Especially management skills carried out by private enterprise and the roles performed by managerial staff
8. Learn important management skill such as teamwork, leadership and communication
9. Understand about appropriate role of public officer and better understanding on the work ethic and attitude which public officer should obtain

Presentation of my Action Plan at the end of the Training Programme are as below:

## **HOU-REN-SOU (TOP MANAGEMENT ISSUES)**

### ISSUES

- LACK OF INFORMATION TRANSFER FROM TOP TO BOTTOM
- DIFFERENT WAYS OF UNDERSTANDING
- INSUFFICIENT AMOUNT OF JOB-RELATED KNOWLEDGE

### **1. LACK OF INFORMATION TRANSFER FROM TOP TO BOTTOM**

	<b>POSSIBLE APPROACH</b>	<b>HOW IT WORKS / WHY WE THINK IT WORKS</b>
(a)	VERBALIZATION	ENSURE CLEAR INSTRUCTIONS
(b)	REGULAR SHORT MEETINGS AND REPORTS	TO KEEP EVERYBODY UP TO DATE, KEEP TRACK OF THE PERFORMANCE
(c)	NOT BEING JUDGEMENTAL	EVERYBODY HAS THEIR OWN ABILITY

### **PEOPLE CENTERED MANAGEMENT**

## 2. DIFFERENT WAYS OF UNDERSTANDING

POSSIBLE APPROACH		HOW IT WORKS / WHY WE THINK IT WORKS
(a)	FULL EMPLOYEES PARTICIPATION AND SMALL GROUP	EVERYBODY IS WORKING TOGETHER TOWARDS THE SAME GOAL
(b)	DEVELOP PROCEDURE, SCHEDULES, PRACTICES	EVERYBODY HAS TO FOLLOW THE SAME BASIC RULES
(c)	VISUALIZATION	ABLE TO PLAN AHEAD (IMPACT, CONTINGENCY MEASURES, TIME SAVING)

### 5S AND KAIZEN

## 3. INSUFFICIENT AMOUNT OF JOB-RELATED KNOWLEDGE

POSSIBLE APPROACH		HOW IT WORKS / WHY WE THINK IT WORKS
(a)	MENTOR-MENTEE	FACILITATION TO HELP BRIDGE THE GAP
(b)	CONTINUOUS TRAINING	REFRESH AND INTRODUCE, CONTINUOUS GROWTH
(c)	PROVIDE ADEQUATE RESOURCES	PROVIDING THE PLATFORM TO LEARN

### DAIKIN'S HR DEVELOPMENT MEASURES

Lesson's Learnt



What is the Lesson's that I have learnt throughout the training programme?

Japanese and their secret values: Hard working, work ethics, harmonious work place, obedience, time is money, high level of quality assurance

Japanese learnt well from their past : culture of shame motivated Japanese to strive for perfection and encourages no one to take initiative

To be a good leader or team, we have to be: a good listener, a good coordinator, good information analyst

Best way to train a subordinate: on the job training (OJT), getting accustomed to a task instead of learning how to do a task, take care of subordinate, and a good listener

How to manage a team: need a project management tools, need to list down all duty and responsibility of each member, good management in time, good communications & discussion, maximise the use of IT

Conclusion



## Conclusion

LEP 2.0 Management Training Programme for Junior Officer  
17 July 2017 – 11 August 2017

---

As a whole, my almost one month in Japan was a very remarkable milestone in my life. The training programme has changed my life in many ways. Japan is a country steep in tradition with a culture that permeates its way of life. The Japanese attitude towards life is one of harmonious relationships. I really love the Japanese history that has been taught during the Rekishikaido lectures, the visits to the Elementary School (oh so cute!), the visits to the incredible Maishima Incineration Plant (oh so amazing!) and the lectures from both government and private personnel.

Japan, you will always be in my heart. Thank you JICA and JPA for this amazing opportunity. Hope more opportunities like this will cross my path.



Attachments



**Attachments**

LEP 2.0 Management Training Programme for Junior Officer  
17 July 2017 – 11 August 2017

---

