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INNOVATION IN ACTION: TURNING IDEAS INTO REALITY

Chapter 16
EKSA Performance Calculator (EPeC) Data Sphere

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ABSTRACT
The EKSA framework expands upon the 5S method by include Agency Diversity, Green Practice, Corporate Image, Creativity and Innovation. Additionally, EKSA should also be viewed a program that promotes public sector departments and agencies to be more creative and imaginative in their efforts to establish a conducive work environment that is capable of boosting both the quality of service delivers and the level of productivity. Considering this, the purpose of this research is to provide the EKSA Performance Calculator (EPeC) Data Sphere as a potential means of establishing an EKSA one-stop centre that can be utilised by government department and agencies for the purpose of storing all EKSA information. It is an expansion of EPeC Smart Dashboard. EPeC Data Sphere is a user-friendly online platform that is designed primarily for higher learning institutions like universities and colleges. It is designed to facilitate the documentation and evaluation of EKSA, and its process will be easier to administer and will be accessible to the entire organisation. As a result, it would improve the implementation of EKSA and assist in the review process while also being of great assistance.

Key Words: Public Sector Conducive Ecosystem, EKSA, EKSA Performance Calculator, Data Sphere

1. INTRODUCTION

“Sort”, “Set in Order”,” Shine”,” Sustain”, and “Standardized”, are the five elements that make up the 5s. It is developed in 1995 by Japanese industrial engineers Taiichi Ohno and Eiji Toyoda, the 5s is an expanded version of the Toyota Production System (Titu et al., 2010). Through Standard and Industrial Research Institute of Malaysia (SIRIM) in particular, the government of Malaysia is determined to assist the construction in industry in its development

and success. The 5s methodology has been promoted and implemented by SIRIM since 1994 (Hashim et al.,2014). Following a 2014, rebranding of the 5s method, the Malaysian Administration Modernisation and Management Planning Unit (MAMPU) launched EKSA, which stands for Public Sector Conducive Ecosystem. The EKSA framework expands upon the 5S method by include Agency Diversity, Green Practice, Corporate Image, Creativity and Innovation (Unit Pemodenan Tadbiran dan Perancangan Pengurusan Malaysia (MAMPU), 2020). Additionally, EKSA should also be viewed a program that promotes public sector departments and agencies to be more creative and imaginative in their efforts to establish a conducive work environment that is capable of boosting both the quality of service delivers and the level of productivity (Unit Pemodenan Tadbiran dan Perancangan Pengurusan Malaysia (MAMPU), 2020). Thus, the purpose of the EKSA performance calculator (EPeC) Data Sphere is to aid the public sector especially to educational institutions of higher learning in evaluating and monitoring their EKSA implementation on a regular basis in compliance with the standard established by MAMPU for EKSA.

2. LITERATURE REVIEW

Quality is a very dynamic element where it will continue to change with the passage of time and to meet current demands and needs. Thus, public universities also need to continue to think of the latest approaches to provide the best service to customers through the strengthening of corporate identity, image and career culture. One of the higher educations in Malaysia, has implemented Conducive Public Sector Ecosystem (EKSA). His study investigates before and after implementation of EKSA and the study found out that, more neat service counter/lobby with corporate image, practical Go Green and recycling corner, cultivation of creativity and innovation in the place with neat and orderly arrangement of items (Shakil Hameed, Ekosistem Kondusif Sektor Awam (EKSA): perkongsian amalan di Bahagian Hal Ehwal Pelajar, Universiti Putra Malaysia, 2017).

In addition, EKSA instils a culture of innovation, environmentally savvy and creativity in line with stakeholder expectations. A systematic filing system to minimise customer waiting time is a clear example of creative way to serve customers quickly. It was also clarified that under EKSA, government department in Malaysia would be given a ranking, which would remove redundant procedures and save cost. The organisation would be ranked as either “Excellent” or “Good” based on their ability to meet the criteria’s requirement and excellent is defined as a score of 90 to 100 percent, while good is define as a score of 80 to 89.90 percent (Boon, 2015).

Furthermore, EKSA markedly lowers expenses by utilising recycled paper and double-sided printing, while substantially reducing electricity consumption. The library image in the higher learning institution was converted into a corporate image by implementing Standard Operating procedures (SOP) instead of identifying all things. The library and workstations are systematically organised and orderly, minimising time-consuming searches for documentation. The advantages of implementing EKSA extend beyond the system itself and are comparable to those of 5S (Jalal et al.,2023).

3. METHODOLOGY

Based on the generic and components indicated in MAMPU EKSA's standards, this study developed the EPeC Data Sphere and in details its evaluation criteria (i.e., components, the items for each number of staff) using a qualitative research approach with a document review. As the foundation for the scoring system, the EPeC Data Sphere utilised the assessment and auditing model that was derived from the MAMPU EKSA Standards. This model incorporated both general and specific criteria. The assessment criteria will be prepared in the form of a checklist and Excel, thereafter they will be evaluated whether they are valid and reliable in the category of higher learning institutions, as well as whether they are practical for users and assessors.

The Excel summary contained for generic under component B which generated for the staff of Faculty of Accountancy at UiTMJ Kampus Segamat. Plus, it will be evaluated by two experts to validate and to insert marks on the tab. The Likert scales that are provided for each of criteria and components must be used by users and assessors to properly rate their scores. Every single one of the criteria will be accompanied by a unique scale as well an explanation of the scale. Once it's done, it will accumulate the calculation for the whole Faculty of Accountancy at UiTMJ Kampus Segamat for the generic and component B. Not only will the EPeC Data Sphere provide performance scores for each part, but it will also provide an overall summary that will include chart that is based on the components scores. Additionally, the interface of EPeC Data Sphere is user-friendly, which make it accessible to the organization regardless of the technical experience of its members.

4. RESULTS&DISCUSSION

EPeC Data Sphere is an innovative system that enables colleges and universities to document and evaluate EKSA. Each components performance and scores and an overall summary are provided by the EPeC Data Sphere. The Data Sphere also contains charts based on the results for each component in the EKSA implementation. It is easy to use. No user-friendly methods for evaluating EKSA implementation are known to be in use at this time, based on the research's knowledge especially for the one whole department or faculty.

5. CONCLUSION&RECOMMENDATION

For the organisation to keep track on EKSA accomplishment, the EPeC Data Sphere may drive routine monitoring. Therefore, the EPeC Data Sphere might help the organisation learn more about their EKSA implementation, which would allow them to make improvements and identify issues more easily.

This study also recommends a foster collaboration between different government agencies as well with private sectors, academia and civil society organization. This could involve joint projects, knowledge sharing and co-creation of solutions as this enhance diverse expertise and resources to get better, long-lasting results.

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