

Malaysia Pushes Faster Digital Governance to Improve Public Services



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Kuala Lumpur, January 5 – Malaysian Prime Minister Anwar Ibrahim has directed all ministries and government departments to accelerate the digitalization of administrative processes as part of wider efforts to reform the public sector and improve service delivery.

Speaking to cabinet members and civil servants at the start of the new year, the prime minister said expanding online systems would reduce bureaucratic delays, enhance efficiency, and ease

the burden on the public. He stressed that digital tools are essential to saving time and improving the quality of government services.

Anwar noted that emerging technologies, including artificial intelligence, could be used to assist officials in preparing draft replies to official correspondence, allowing civil servants to focus on substantive tasks while maintaining accuracy.

Beyond digital reforms, the prime minister outlined additional measures to safeguard public interests, including controlling development costs for affordable and low-cost housing projects.

He also highlighted the government's focus on addressing the cost of living, particularly by ensuring price stability for essential food items such as eggs and chicken, and emphasized the timely disbursement of direct cash assistance to eligible citizens.