



Attorney General's Chambers: Work From Home

The Attorney General's Chambers (AGC) is the office of the Attorney General of Malaysia. The various functions of legal advice afforded to the then colonial government were consolidated as a federal department under the provisions of the Federation of Malaya Agreement in 1948. The AGC undertakes core functions from providing legal advice and views to the Malaysian Government in accordance with principles of international law taking into account the policy of Malaysian Government, public policy, interest and domestic laws, to representing the Government in civil cases.

Overview

When the 'Bekerja Dari Rumah (BDR)/ Work from Home' project was first introduced on 1st October 2012, the aim was to show AGC's utmost commitment towards delivering the best and effective legal services for the Malaysian Civil Service and the Government of Malaysia while maintaining excellent value management.

By providing relevant hardware, software and security systems as well as ensuring all policies procedures and guidelines are in place, the AGC were able to:

- Allow flexible working hours for employees and to instil work-life balance
- Increase the efficiency and efficacy of AGC's outcome-based delivery system
- Reduce departmental operational costs (utilities, new office space and furniture)
- Fully optimise ICT systems

Subsequently, the impact of the initiative would have:

- An increase in personal and family quality time for participating employees
- Create a more conducive working environment
- Reduce cost of living
- Improve concentration at work thus enhancing output
- Save operational costs

To address the issue of overcoming difficulty in securing office spaces for Deputy Public Prosecutors (DPP) assigned to districts in Malaysia, the 'Rumah Sebagai Pejabat Bagi TPR Yang Bertugas di Daerah Pendalaman (RSP) / Home as Office' project was done by the AGC to assist DPPs (including women DPPs) to carry out their duties by securing proper office spaces and residence. This ensured that DPPs assigned to respective districts are able to undertake public prosecution matters in all lower courts, as a measure to support the implementation of National Key Result Areas (NKRA).



Initiatives

Bekerja Dari Rumah (BDR)/Work from Home

BDR is part of AGC's Transformation Initiative which supports the Government Transformation Programme (GTP). Currently, 75 selected personnel are allowed to work from the comfort of their homes and keep in constant contact with office via a well-built and placed ICT infrastructure. This project showcases excellent usage of technology and supplements the global drive for an increase in family quality time for the participants and saves departmental operational costs.

The key steps in implementing the 'Bekerja Dari Rumah (BDR) / Work from Home' project included:

- Formulation of general guidelines for participating parties (officer and supervisor)
- Application and notification to relevant central agencies
- Identification of high performance candidates
- Formulation of AGC's procedures and directives for the project

Time-frame

- One year from the inception of idea to the implementation of the pilot project

Infrastructure needed

- Information and Communication Technology

Initial and on-going costs to set up the initiative

- MYR90 monthly per mobile broadband issued to participating personnel

Measurement of success

- Continuous monitoring of participating personnel by relevant supervisors and administrators from the Management Division
- Both participating personnel and relevant supervisors undergo post-1st phase-project interview

Challenges faced during implementation and how they were overcome

- Identification of suitable candidates whom best fit the basic requirements of the project: Selected personnel were shortlisted based on a number of qualities including excellent Annual Performance Appraisal Scoring Reports, high level of discipline, integrity and independence. Their aptitudes were further scrutinised by respective Heads of Division and Hon. Solicitor General prior to the endorsement by a special committee headed by the Hon. Attorney General.
- Implementation of effective employee monitoring system: The AGC employs a group of systems consisting of the Microsoft Office application system, which integrates



meeting and collaborating capabilities, and an internally-built Integrated Legal Management System (ILMS) which supports daily reporting tasks. These systems are part of the AGC's Chambers Virtual Office (CVO) initiative.

Rumah Sebagai Pejabat Bagi TPR Yang Bertugas di Daerah Pendalaman (RSP) / Home as Office

The AGC currently assigns 16 Deputy Public Prosecutors (DPPs) to all districts to undertake public prosecution matters in all lower courts as a measure to support the implementation of National Key Result Areas (NKRA). The effort faced shortage of suitable office space for these DPPs to operate properly. Renting suitable residence and converting part of the home into a fully operational office is the most efficient step in tackling the shortage of suitable office space in certain districts.

The key steps in implementing the 'Bekerja Dari Rumah (BDR)/ Work from Home' project included:

- Formulation of general guidelines for participating parties (officer and supervisor)
- Application and notification to relevant government agencies
- Securing and upgrading office space
- Identification of candidates
- Formulation of AGC's procedures and directives for the project

Time-frame

- 6 months from the inception of idea to the implementation of the 1st phase of the project

Infrastructure needed

- Technology

Initial and on-going costs to set up the initiative

- MYR70, 000 is an average cost of renovating and equipping the residence and its office space

Utility bills averaging about MYR450 per month per personnel

- Rental (MYR75 – MYR1, 200 per month)

Measurement of success

- Continuous monitoring of participating personnel by relevant supervisors
- Random inspection



Challenges faced during implementation and how they were overcome

- Identifying the appropriate house (e.g. location near to the police station and the courts) and getting the owner's consent
 - Locating and securing a long-term residence for rental. A thorough and fair lease agreement was formulated to secure office spaces for DPPs
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Outcome

The impact of the 'Bekerja Dari Rumah / Work from Home' project has enabled employees to produce higher quality work outputs and reduce departmental operational costs. Participants have expressed their wish to continue with the programme if given the opportunity in one of the meetings between the Attorney General's Chambers and central agencies (Ministry of Finance and Public Service Department). Since January 1st 2011, The 'Rumah Sebagai Pejabat Bagi TPR Yang Bertugas di Daerah Pendalaman (RSP)' project has improved the AGC's delivery system particularly on lower court prosecution matters and reduced their operating expenditure since the rental payment for the RSP project is lower compared to renting a conventional office space. Women in the organization are able to balance work and life because they can operate from home (BDR) as their office, and they are also able to save on an officer's monthly wages as office equipment is provided and the house rental is paid by the AGC.

Success Factors

Leadership

- "Tone from the Top" – Leadership support

Strategy & Objectives

- Efficiency – Show AGC's commitment towards delivering the best and effective legal services for the Malaysian Civil Service and the Government of Malaysia
 - Convenience – Assists Deputy Public Prosecutors (DPPs) at lower courts located in districts to support implementation of National Key Result Areas (NKRA)
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Website

www.agc.gov.my