

BUILDING A HIGH PERFORMANCE ORGANISATION WORK CULTURE IN PUBLIC SECTOR

JAPAN EXPERIENCE

"HPO's link people strategy and performance to arrive at success"
(Becker, Huselid & Ulrich, 2001)

• Inclusive of a visit to relevance agency in Tokyo

14-20 OCT. 2023
TOKYO, JAPAN

Fees
USD **4,500** inclusive SST 6%

Fee is including accomodation (single room for 6 nights), training kits, meals during the program, airport transfer. Certificate is awarded by Japan Malaysian Association.



Introduction

Every organization, whether public or private has its own unique culture. Even in the same government of the same country, culture is different in each organization. It is said, "Every organization has a culture, that is, a persistent patterned way of thinking about the central tasks of and human relations within an organization. Culture is to an organization what personality is to an individual." (James Q. Wilson) Harold Seidman referred to government organizations "with distinct and multidimensional personalities and deeply ingrained cultures and subcultures reflecting institutional history, ideology, values, symbols, folklore, professional biases, behavior patterns, heroes and enemies." Organization culture affects how organization and its members behave. Accordingly, the performance of specific organization is very much dependent on the culture of the specific organization. To ensure high performance of government organizations, it is crucially important to understand organization culture and its relations with the performance of organization and to build up or develop culture to improvement of performance. It is especially important in the time of rapid and wide ranging changes.

■ Learning Outcomes

On completing this program, participants will;

- Understand what makes a High Performing Organization
- Develop a greater understanding of the Japanese culture of HPO.
- Learning the best practices in implementing HPO culture.
- Using international examples, participants will develop their understanding of what constitutes a high performing organization culture
- Have a personal action plan to practice key learning from the program



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■ Course Contents

- Culture of government and of specific government organizations. (what are components of organization culture and from where do they come?)
- Performance of government organizations
- Systems and measures to build up and develop high performance culture.
- Relationship between Culture and Performance of specific government organizations.
- Specific missions, responsibilities and authorities of government organizations (nature and characteristics of missions, responsibilities and authorities such as regulation, service provision and internal (within the government) management)
- Specific targets of policies of specific government organizations (kinds and characteristics of target organizations and people and relations between them and government organizations)
- Organization structure and type of specific government organizations (allocation of responsibilities and authorities within organizations, etc)
- The way how specific government organizations are operated and managed.
- Process and procedures of policy making (decision making) and implementation (extent of involvement and participation of various levels of employees, etc)
- Leadership at various levels in organizations
- Size and composition of workforce and personnel management of (specific) government organizations (composition and educational and professional backgrounds of employees, Recruitment, promotion, retirement, management of working condition and other personnel management, etc)
- Training and education of employees
- Measures to maintain high morale of employees

■ Methodology

The program is designed to allow participants to share their knowledge, skills and experience in facilitator-led discussions, group activities and field trips to the relevant agencies in Tokyo.

■ Who Should Attend

The program is intended for senior officials at federal, state and local government involved in strategic planning and managing transformation agenda.

Program Schedule

	TIME	ACTIVITY	SPEAKER/PRESENTER
	DAY 1	Depart for Narita International Airport, Tokyo	
	DAY 2	Arrived at Narita International Airport, Tokyo Check-in Hotel	
DAY 3	8:00 am	Welcoming Remarks	Dato' Dr Musa Ali, Director of PIPPA
		Lecture 1: HPO: Way Forward To Sustain Organization	Prof. Dato' Sr. Dr. Omar Osman, Vice Chancellor, DRB-HICOM University
	9:00 am	Lecture 2: Understanding Japan: A Cultural History	Mr Arai Takuji, Executive Director, Japan Malaysia Association
	10:45 am	Tea break	
	11:00 am	Lecture 3: What is High Performance Organization?	Professor Naomi Aoki Graduate School of Public Policy (GraSPP), University of Tokyo
	1:00 pm	Lunch break	
	2:00 pm	Lecture 4: Culture of Innovation: What We Can Learn From Japanese Management	Mr Alexander Noack CEO of ANC, Germany
	4:00 pm	End of day 3	
DAY 4	8:00 am	Study Visit To Relevant Agency In Tokyo (Focusing To Culture Of Quality Management And Kaizen (Continuous Improvement))	
	1:00 pm	Lunch break	
	2:00 pm	Lecture 5: Kaizen: What We Can Learn from Japanese Management	Mr. Ezzy Ismail Western Digital Japan Ltd
		4:00 pm	End of day 4
DAY 5	8:00 am	Debriefing of Day 1 and Day 2 Learning Activities	Facilitator-led session
	10.45 am	Tea break	
	11.00 am	Identify Gaps And Develop Action Plan	Facilitator-led session
	1.00 pm	Lunch Break	
	2:00 pm	Group presentation • Closing Remarks • Certificate Giving Ceremony By Mr Keiji Furuja, Chairman Of Japan Malaysian Association	Prof. Dato' Sr. Dr. Omar Osman Dato' Dr. Musa Ali Mr Arai Takuji
	4:00 pm	End of day 5	
DAY 6	9:00 am	Study Visit	Facilitator-led session
		6:00 pm	End of day 6
	DAY 7	Check-Out Depart for Kuala Lumpur International Airport	