

Abstract

When the New Remuneration System for the Malaysian public service was first implemented in 1992, it was generally hailed as a positive move to check inefficiency and push up productivity and quality of the public sector. The new 'system' promised a better pay package and a host of new benefits. The government believed the incentives in the NRS will retain the existing talented staff and attract the right new employees.

Very soon, however, criticism against the NRS appeared, and very quickly gained momentum. Public service unions claimed that instead of promoting efficiency in the Public Service, it has become a demoralizing element. It is now over four years since the NRS was implemented but the debates and complaints have not subside.

This study attempts to establish the discrepancies between the NRS as it is promulgated and as it is implemented. The Ministry of Education is chosen because it was reported that the most number of complaints came from members of the teaching profession and their unions are certainly among the NRS' most vocal critics. It is hoped that the findings of this study will at least clarify the issues and problems surrounding the whole debate on the NRS.