USE OF ICT IN THE PUBLIC SERVICE DELIVERY: THE MALAYSIAN EXPERIENCE

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Abstract: - This paper will highlight the planning and implementation of various e-Government projects in Malaysia since it was launched in 1996. In addition, the paper will discuss the challenges and issues related to these projects and suggest some recommendations as improvement tool to uplift the e-Government program to greater heights.

Key-Words: - ICT, e-Government, MSC Malaysia.

1 E-GOVERNMENT INITIATIVE IN MALAYSIA

As Malaysia develops, government must keep pace with changes that are accruing. E-government presents a golden opportunity to update all elements of government to ensure that the public sector continues to meet the evolving needs of the public and the private sectors as the nation strives towards the goals of Vision 2020. The dual objectives of E-government are to reinvent the government in terms of service delivery through the use of IT and to catalyze the successful development of the Multimedia Super Corridor (MSC) with IT as one of the leading sectors of the economy [1]. While computerization programmes in both the public and private sectors had been going for several decades, it was with the MSC that Malaysia caught the attention of the world with this unique initiative to create an entire ‘cyber-region’ and a base for a world class technology, multimedia and content industry.

The vision of e-Government is a vision for people in government, business and citizenry working together for the benefit of Malaysia and all of its citizens [2,7]. The vision calls for reinventing government
using multimedia and IT to improve productivity. It also seeks to create a collaborative environment that fosters the ongoing development of Malaysia’s multimedia industry.

Electronic Government simply means government services to be conducted electronically via Internet. This strategy will lead to paperless management to cater product and services. The vision for Malaysia’s E-government is one of government, business and citizenry working together for the benefit of the country and its people as a whole. It envisions a future where all components of society can communicate and transact their operations in an effective and efficient manner. The vision of electronic government is to transform service delivery through the use of IT and delay to acquire any services. We probably just need to access the websites of related services or products needed. In addition, a new class of quality services will materialize, as the government system will be less complicated and therefore, better quality services are assured. Besides that, it will also be a multi-channel service delivery. This is to say that the people of this country will just need to choose the right channel, e.g. online or physical channels that suit them in order to conduct transactions with the government.

Secondly, the benefits created in terms of intra agency. Intra agency in this context simply means the communication between government departments or agencies. Business processes will be improved as the electronic government contributes to the sustainable implementation in handling the vast number of agencies that are part of the government engine. Indeed, this effort will also contribute to the human resource development. The business process improvements will help to equip government staff with skills for information age.

Thirdly, we will see the benefit for inter agency. There will be smooth information flow between agencies, best practice database and enhanced capability for information analysis through the use of ICT and multimedia tools.

2 OBJECTIVES OF E-GOVERNMENT
The e-government stresses ICT development in government agencies. But more than that it involves transforming the new way the government operates internally as well as how it delivers services to the people of Malaysia. It seeks to improve the convenience, accessibility and quality of interactions with citizens and businesses. The objectives of electronic government are to reinvent government and to catalyze MSC. Reinventing government would address the following areas: (i) improving connectivity between all parties that deals with government be it public, inter-government agencies, private companies, and foreign country interrelationship. This gives better access to government; (ii) high quality services are expected to be assured and (iii) better processes or systems are also crucial in terms of improving the government services.

2.1 Benefits
The benefits to be yielded from the electronic government can be divided into three categories [3, 8]. Firstly, we will focus on the benefits from government to citizens or businesses. The electronic government will ensure easy access between the government, citizens and private companies. Government information, services and products will be easily available electronically. There will be no unnecessary
3 E-Government Projects Update
There are eight projects launched to date under the e-Government Flagship since it was started in 1996 [7, 8, 9, 10]. All this projects will use ICT and multimedia technologies to transform the way the government operates, coordination and enforcement. Table 1 summarizes the projects and its characteristics.

<table>
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<tr>
<th>Projects</th>
<th>Characteristics</th>
<th>Current Status / Progress Report (Dec 2007)</th>
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<tbody>
<tr>
<td>Generic Office Environment (GOE)</td>
<td>Provides a new paradigm of working in a collaborative environment where government agencies communicate, interact and share information.</td>
<td>-New version of GOE-EGDMS has been introduced with a more user friendly features.</td>
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<td>- GOE is to be upgraded to 22 agencies.</td>
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<td>Electronic Procurement (EP)</td>
<td>Links the government and suppliers in an online environment.</td>
<td>- All 28 Ministries are using EP system</td>
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<td>Government agencies as buyers procure goods/services by browsing catalogues advertised by suppliers.</td>
<td>- Since year 2001 until 31st October 2007, a total of 1,556 PTJs have been EP enabled.</td>
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<td>Aimed at best value for money, timely and accurate payment.</td>
<td>- In year 2007, 5,152 suppliers are minimum EP enabled</td>
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<td>Project Monitoring System (PMS)</td>
<td>Provides a new mechanism for monitoring implementation of development projects, incorporating operational and managerial functions, and knowledge repository.</td>
<td>- SPP II has introduced web-based application. implementation of RMK-9 projects</td>
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<td>- Integration of SPP II system with e-SPKB has been rolled out to 3 pilot agencies and roll out to other agencies will be implemented in staggered manner commencing early 2008</td>
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<td>Human Resource Management Information System (HRMIS)</td>
<td>Provides a single interface for government employees to perform HRD functions effectively and efficiently in an integrated environment.</td>
<td>-As of Nov 2007, rollout activities on base data preparation completed for 600 agencies.</td>
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<td>- 10 modules implemented in pilot agencies</td>
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<td></td>
<td></td>
<td>-ED and PR modules implemented in all Ministries and 12 State Secretariat Offices (SUK)</td>
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<td>Electronic Services (e-Services)</td>
<td>Enables direct, online transactions between the public, the government and large service providers via electronic means.</td>
<td>-Renewal of Competency Driving License (Class D) can now be done online via JPJ portal or myEG (<a href="http://www.myeg.com.my">www.myeg.com.my</a>).</td>
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<td>-Public has a choice to make payment via credit card, FPX or myEG prepaid.</td>
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<td>- Renewal slip can be delivered to individual home/office with minimal charges.</td>
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<td>- Updated of the new driving license expiry date in myKad can be done via myEG outlets or National Registration Department.</td>
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<td>Electronic Labour Exchange (ELX)</td>
<td>A one-stop-centre for labor market information, accessible to government agencies, the business sector and the citizens.</td>
<td>-Fully rolled out for Ministry of Human Resources &amp; all states &amp; district offices of Manpower &amp; Labor Department at 105 sites.</td>
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<td>- As of 31 October 2007, 106,285 active job-seekers were captured and 717,405 vacancies reported by employers with 18,562 job seekers hired.</td>
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<td>E-Syariah</td>
<td>Introduces administrative reforms that upgrade the quality of services in Syariah courts.</td>
<td>-Operation/Case Registration via MyKad at the front office counter.</td>
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<td>To enhance the Islamic Affairs Department’s effectiveness- better monitoring and coordination of its agencies and 102 Syariah courts.</td>
<td>-Public can access E-Syariah Portal by visiting to <a href="http://www.esyariah.gov.my">www.esyariah.gov.my</a> to get the information such as Syariah court procedures and regulations, online case pre-registration and online Faraaid calculation.</td>
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</table>
E-Land To achieve an updated, effective, efficient and accurate National Land Administration System via utilization of Information Communication and Technology (ICT), the e-Tanah project of Ministry of Natural Resources and Environment encompasses 24 main areas in land administration.

The ministry had launched the e-Land programme in 2005.

The system was aimed at improving the Government’s delivery services to the public pertaining to online land matters without the need to deal with many counters.


### 4 Challenges

The implementation of e-Government project will bring benefits to the citizens, businesses and the government itself. However, implementing a successful e-Government project is not without any barriers in the process of planning, implementing, monitoring and evaluating the project. Some of the barriers and challenges that could affect the e-Government implementation are [4,5,6,11,12]:

- Legislative and regulatory barriers
- Budgetary framework
- Lag behind technological change
- Digital divide
- Work culture
- Various customer community expectation
- Grassroots level service
- Collaboration & integration among agency
- Country’s competitiveness
- Standardization and consistency
- Service delivery system

### 5 Improvement Highlights & Conclusion

In order to ensure a successful planning and implementation of e-Government project, a proactive strategic planning is needed from the beginning of the project itself. Some of the improvement highlights are as follows:

- Determine optimum work processes to meet customer needs
- Enhance delivery mechanism at district level administration
- Provide efficient and various Customer-Government channel
- Enhance infrastructure capacity to support Interoperability, horizontal, services
- Review licensing and regulatory needs
- Draft standard and effective guidelines
- Institute work culture that is responsive to change

In summary, the success of E-Government rides heavily on a comprehensive development and implementation programme that touches all aspects of government. It requires new processes, systems, structures, training to develop new skills and shared values. Following the principle of “Think Big, Start Small and Scale Fast”, once pilot projects have been undertaken, expanding with time to a wide ranging rollout programme embracing all government departments and services at the federal, state and local levels. In short:

- Major trends in E-Government indicate a strong shift towards customer and citizen centric
- E-Governance is beyond E-Government. E-Government looks at services delivery whereas E-Governance focuses on the results or the outcomes of the services delivered.
- E-Governance involves greater involvement of constituents, more transparent processes and higher accountability.
Increasing adoption and usage of ICT remains a challenge and a priority.
Malaysia and MSC initiatives have learned from Phase I experiences and are now moving to the next level of maturity, including E-Governance.
Still plenty of opportunities for smart governments, smart businesses and smart citizens.

References:


