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A Survey on Public Official Perception and Receptivity towards E-Government Implementation.

(Case Study: Staff Uitm, Kampus Melaka)

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ABSTRACT

E-Government refers to the use by government agencies of information technologies (such as Wide Area Networks, the Internet, and mobile computing) that have the ability to transform relations with citizens, businesses, and other arms of government. These technologies can serve a variety of different ends: better delivery of government services to citizens, improved interactions with business and industry, citizen empowerment through access to information, or more efficient government management. The resulting benefits can be less corruption, increased transparency, greater convenience, revenue growth, and/or cost reductions.

Traditionally, the interaction between a citizen or business and a government agency took place in a government office. With emerging information and communication technologies it is possible to locate service centers closer to the clients. Such centers may consist of an unattended kiosk in the government agency, a service kiosk located close to the client, or the use of a personal computer in the home or office.

Analogous to e-commerce, which allows businesses to transact with each other more efficiently (B2B) and brings customers closer to businesses (B2C), e-government aims to make the interaction between government and citizens (G2C), government and business enterprises (G2B), and inter-agency relationships (G2G) more friendly, convenient, transparent, and inexpensive.

TABLE OF CONTENTS

CHAPTER I

1.1	Introduction	1
1.2	Problem Statement	4
1.3	Research Questions	8
1.4	Research Objectives	8
1.5	Scope of Study	9
1.6	Significance of the Study	10
1.6.1	Government	10
1.6.2	Staff of UiTM	10
1.6.3	Research	10
1.7	Definition of Terms/Concept	11
1.7.1	Public Official	11
1.7.2	Perception	11
1.7.3	E-Government	11
1.7.4	Implementation	12

CHAPTER 2

2.1	Paradigm Shifts of the e-Government in Public Sector	13
2.2	Function of E-Government	15
2.3	Opportunities of the E-Government	20
2.3.1	Cost Reduction and Efficiency Gains	20
2.3.2	Quality of Services Delivery to Business and Customers	21
2.3.3	Transparency, Anti-Corruption and Accountability	22
2.3.4	Increase the Capacity of Government	23
2.3.5	Network and Community Creation	25
2.3.6	Improve the Quality of Decision Making	26
2.3.7	Promote Use of ICT in Other Sectors of the Society	28
2.4	Challenges for a Successful Implementation of the E-Government	30
2.4.1	ICT Infrastructure	31
2.4.2	Policy Issues	32
2.4.3	Human Capital Development and Life Long Learning	33
2.4.4	Change Management	35
2.4.5	Partnership and Collaboration	36
2.4.6	Strategy	37
2.4.7	Leadership Role	39
2.5	Introduction of E-Government in Malaysia	41
2.6	Services Provided by Malaysia e-Government	43
2.6.1	Jabatan Pengangkutan Jalan	43
2.6.2	Jabatan Perkhidmatan Awam	43
2.6.3	Suruhanjaya Perkhidmatan Awam	43
2.6.4	Subang Jaya Municipal	44

2.7 Conceptual Framework 46
2.7.1 Independent Variable 47
2.7.1.1 Portal 47
2.7.1.2 Steps Taken By The Government 47
2.7.1.3 Weaknesses 48
2.7.1.4 Strategies Adapted by Government 48
2.7.2 Dependent Variable 49
2.7.2.1 Awareness 49
2.7.2.2 Knowledge 49

CHAPTER 3
3.1 Research Design 50
3.2 Unit of Analysis 50
3.3 Sample Size 51
3.4 Sampling Technique 51
3.5 Data Collection 51
3.6 Data Analysis 52

CHAPTER 4
4.0 Introduction 53
4.1 Profile of Respondents 54
4.2 Public Official Perception 56
4.3 Descriptive Statistic for Factors that Influence User to Access e-Government Portal 58
4.4 Descriptive Statistic for Usefulness of the E-Government Portal 59
4.5 Descriptive Statistic for Effective Steps Taken by the Government 59
4.6 ANOVA Test for Academic Level and the Factor that Influence User to Access e-Government Portal 60
4.7 ANOVA Test Years of Service and the Factors that Influence User to Access e-Government Portal 62
4.8 ANOVA Test Categories of Employment and the Factors that Influence User to Access e-Government Portal 63
4.9 ANOVA Test Academic Level and the Usefulness of the e-Government Portal 65
4.10 ANOVA Test Years of Service and the Usefulness of the e-Government Portal 66
4.11 ANOVA Test Categories of Employment and the Usefulness of the e-Government Portal 67
4.12 ANOVA Test Academic Level and the Effective Steps Taken by the Government in Implementing the e-Government Portal 68
4.13 ANOVA Test Years of Service and the Effective Steps taken by the Government in Implementing the e-Government Portal 69
4.14 ANOVA Test Categories of Employment and the Effective Steps taken by Government in Implementing the e-Government Portal 70
4.15 Correlation of Factors that Influence User to Access e-Government 71
4.16 Correlation of the Usefullness of the e-Government Portal 73
4.17 Regression Analysis for the Effectiveness of the Steps Taken by government in Implementing the e-Government Portal 74