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**THE EFFECTIVENESS & EFFICIENCY OF E-GOVERNMENT
APPLICATIONS AMONG STAFF IN LAND AND SURVEY
DEPARTMENT OF SAMARAHAN DIVISION, SARAWAK**

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ABSTRACT

Information Technology (IT) has changed the way most business unit regardless in public or private sector conduct their operations. Reduced costs and simplified processes are but simply some of the benefits being through improve technology usage. E-government initiatives are to ensure that the public sector not only keeps up with the race, but slowly take the lead in the transformation process that is affecting everything including societal structure. Malaysian government has identified initiatives to implement the modernization of the public sector. MSC is Malaysia's initiative for the global information and communication technology (ICT) industry. The e-Government initiative was launched in Malaysia in the year 1997 by the former Malaysian Prime Minister, Tun Dr. Mahathir Mohamad as one of the seven flagships of the Multimedia Super Corridor (MSC) initiative. The e-Government initiative focuses on increasing efficiency and at the same time reducing operational costs of public services offered. All government agencies will be equipped to quick start to offer public services through e-Government if there is a standardized frame work for guidance.

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CHAPTER 1

INTRODUCTION

1.1 Introduction

E-government is about a process of reform in the way Governments work, shares information and deliver services to external and internal clients. E-government is not just simply about implanting a new information technology (IT) system. It is about changing business models and processes to do thing differently and better and comprising the alignment of IT infrastructures into business processes and service content towards provision of high-quality and value-added e-services to citizens and businesses by the civil sector. E-government is therefore a new way of formulating and implementing decisions and policies relating to administration, services and public participation, using ICT as a tool for building trust in governments and improved transparency and service delivery. It deals heavily with Internet and non-internet applications to aid in governments. It describes the use of technologies to facilitate the operation of government and the disbursement of government information and services.

There are various definitions of E-Government. Among them, *E-Government or Digital Government is defined as “the employment of the Internet and the world-wide-web for delivering government information and services to the citizens,” (United Nations, 2006: AOEMA, 2005). Electronic Government essentially refers to “the utilization of IT, ICTs and other web-based telecommunication technologies to improve and/or enhance on the efficiency and effectiveness of service delivery in the public sector,” (Jeong, 2007). E-Government refers to “the use of information and communication technologies, particularly the Internet to deliver government information and services,” (ANOA 2006).*

In an E-Government system, individuals are able to initiate a request for a particular government service and then receive that government service through the Internet or some computerized mechanism. In some cases, the government service is delivered