ELECTRONIC PROCUREMENT IMPLEMENTATION IN MALAYSIA: SUPPLIERS' READINESS

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3. Acknowledgements

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- Our colleagues, family members and friends for their moral support and motivation in completing this research project.

4. Enhanced Research Title and Objectives

Original Title as Proposed:

E-PROCUREMENT PERFORMANCE IN THE MALAYSIAN PUBLIC SECTOR: A BALANCE SCORECARD APPROACH

Improved/Enhanced Title:

E-PROCUREMENT PERFORMANCE IN THE MALAYSIAN PUBLIC SECTOR: SUPPLIERS READINESS

Original Objectives as Proposed:

1) To investigate the impact of ePerolehan initiative on the performance of relevant government agencies.

2) To assess the impact of the above project on four dimensions namely the financial measures, customer satisfaction, employee satisfaction, and innovative standards within the key government agencies invloved in the ePerolehan initiative

Improved/Enhanced Objectives:

1) To investigate the level of readiness among the suppliers who have registered with e-Perolehan system.

2) To propose recommendations on improving the level of e-Perolehan uptakes among the registered suppliers.

5.3 Introduction

Quality, standard, productivity and service have become key words in the lexicon of public sector reform in many developed and some developing countries in recent years. Increasing prominence given to these terms with rising expectations and changing perceptions of customers, who constantly grave for delivery of high quality services. This in turn, exert constant pressure on public service personnel at all levels in pursuit of new ideas and innovation, especially in the context of three Es- economy, efficiency and effectiveness (Khan, 2002). Thus, there is a strong call for governments all over the world to improve the quality of their service delivery. In this regards, governments have adopted various means and methods to be more innovative and effective in order to fulfill the demands from the citizens. All the programs implemented aimed at transforming the ability and attitude of the public officials to be more proactive and participative in their jobs and duties. Major innovations started to take place in the public sector since the introduction of New Public Management (NPM) agenda in 1994 in the US (Khan, 2002). One of the leading innovations is the implementation of Information and Communications Technology (ICT) with an objective to reinvent the way government doing its business.

A classic example often cited on "re-inventing government" strategy achievement was during Clinton/ Al Gore administration, when the civil service directed to make United States (US) work better and cost less. The achievement, as outlined below, was declared in a press release during the First Global Forum on Re-inventing Government in 14th January 1999, organized by Division for Public Administration and Development Management under the auspicious of United Nation.

"As a result of reinventing government initiatives led by the Vice President, the U.S. government has eliminated 250 outdated government programs, slashed more than 16,000 pages of regulations, cut more than 640,000 pages of internal rules, helped balance the federal budget for the first time in 30 years by saving more than $137 billion, and reduced the federal workforce by more than 345,000 employees, creating the smallest federal government -- as a percentage of the total workforce -- since the 1930's."

(Press Release on 1st Global Forum on Re-inventing Government, Al Gore, 1999

Governments all over the world have demonstrated the need to improve the service delivery and being able to handle issues swiftly and satisfactorily. The advent of Internet Technology has made it possible for governments to transform themselves by offering various traditional services online. The use of ICT in general, has also changed government service delivery process, business models and people's expectations of the quality and efficiency of information sharing and service delivery. Successful implementation of various Electronic Government (e-Government) initiatives worldwide (e.g. e-Seva and e-Bhoomi initiative in India, e-Government initiative in Singapore and e-firstgov.com in the USA) are being touted as the next wave of creating innovative procurement processes in the context of the civil/public sector worldwide.