

BRIDGING CIVIL SOCIETY IN ELECTRONIC GOVERNMENT  
PARTICIPATION: A CASE STUDY IN MAJLIS PERBANDARAN  
SUNGAI PETANI KEDAH (MPSPK)



RESEARCH MANAGEMENT INSTITUTE (RMI)  
UNIVERSITI TEKNOLOGI MARA  
40450 SHAH ALAM, SELANGOR  
MALAYSIA

PEMBERIAN DARIPADA. 239868. NAZNI
.....
Ruj: Hadrah
.....
Tarikh : 20.11.2013
.....

BY:

NAZNI BIN NOORDIN  
ZAHERAWATI BINTI ZAKARIA  
HADZLI BIN ISHAK

(Kbr)

HM  
741  
.N39  
2013

50734

SEPTEMBER 2013

## **Table of Contents**

Letter of Report Submission	i
Letter of Offer (Research Grant)	ii
Acknowledgements	iii
Enhanced Research Title	iv
Executive Summary	iv
Introduction	1
Literature Review & Conceptual Framework	5
Methodology	12
Analysis & Findings	16
Discussion & Conclusion	25
References	
Appendix	

# 1. Letter of Report Submission

Date: 30 September 2013

Prof Dr Abu Bakar Abdul Majeed  
Assistant Vice Cancellor (Research)  
Research Management Institute (RMI)  
Universiti Teknologi MARA (UiTM)  
Shah Alam, 40450  
Selangor

## **FINAL REPORT DANA KECEMERLANGAN 01/2012**

With refer to the above subject, please find two (2) copies of Final Report of Dana KCM as per below details:

**RESEARCH TITLE :**

**BRIDGING CIVIL SOCIETY IN ELECTRONIC GOVERNMENT PARTICIPATION: A CASE STUDY IN MAJLIS PERBANDARAN SUNGAI PETANI KEDAH (MPSPK)**

**PROJECT CODE : 600-UiTMKDH (PJI.5/4/1/29/12)**

Thank you.

Yours sincerely,

*Nazmi Noordin*

**NAZNI BIN NOORDIN**  
Project Leader

## 4. Enhanced Research Title

Original Title as Proposed:

**BRIDGING CIVIL SOCIETY IN ELECTRONIC GOVERNMENT PARTICIPATION: A CASE STUDY IN BUKIT SELAMBAU STATE ASSEMBLY (N25) UNDER PARLIAMENT OF MERBOK (P14), KEDAH, MALAYSIA.**

Improved/Enhanced Title:

**BRIDGING CIVIL SOCIETY IN ELECTRONIC GOVERNMENT PARTICIPATION: A CASE STUDY IN MAJLIS PERBANDARAN SUNGAI PETANI KEDAH (MPSPK)**



## 5. Report

### Executive Summary

Malaysia's electronic government (e-government) is one of the efforts taken by Malaysian Government in order to improve the quality of service provided to public. The aim of introducing e-government by public organization is to help public lessen their burden and time consumption to manage their transactions. However, most of the public resist to fully participate in e-government application due to the lack of reliability and some other reasons as perceived by the public. As to Majlis Perbandaran Sungai Petani Kedah (MPSPK), this local government also facing the same issue. The purpose of this study is to identify what factors contributed to this phenomenon and what is the most factor contributed to this issue. By using simple random technique, 489 residents, which cover one percent of total residents in MPSPK, were selected as respondent for this study. The finding indicated that out of six applications of e-government by MPSPK, none achieved 50% of usage, the highest only 34.1%, which is e-borang MPSPK. On top of that, among three independent variable that tested, which is, security and privacy of e-government application, attitudes of residents towards participation in e-government and

effectiveness of e-government, the most dominant factor was attitude of residents. This outcome may assist the management of MPSPK in creating some strategic planning on how to persuade public to actively participate in e-government application provided by them. Otherwise the government spending on this e-government application will go waste and just look nice on paper only. This will retarded our vision to be fully developed country by year 2020.