UNIVERSITI TEKNOLOGI MARA

GIS (GEOGRAPHICAL INFORMATION SYSTEM) IMPLEMENTATION IN PUBLIC SECTOR

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ABSTRACT

Geographical information system (GIS) technology has change the way government agencies make decisions. However, only few departments implement GIS. A reason behind lack of interest in GIS is because of the slow implementation. Therefore, the objective of the study is to identify the success factors of GIS implementation in Malaysia. Scope of the research focus on GIS implementation in Malaysian public sector and involve government agencies in Federal and State level. In this research, quantitative method has been used. The data has been collected through a set of questionnaires and were answered by respondents through a short visit to the organization. Based on the research by Onsrud and Pinto, there are seven success factor in GIS implementation for local government. However, this study has identified six critical success factors in current organization. It has being ranked from the most important as GIS Champion, organization structure, adequate staff, top management support, sufficient training and the sufficient resources. It is hope that all GIS organization in public sector can use it as a guideline before implementing GIS in years to come. Therefore, the research contribute to GIS project management best practices in Malaysian government. As a conclusion, the Government should also take into account all the factors before performing GIS technology, by doing so, cost spending can be utilized well and will assist the government to improve their service delivery well.

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